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CONTACT CENTER CALL VARIATION TIME PROJECT

CERTIFIED PUBLIC MANAGER PROGRAM



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CONTACT CENTER CALL VARIATION TIME PROJECT

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SOUTH CAROLINA DEPARTMENT OF REVENUE

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The contact center is the first point of contact that many of the Department of Revenue customers have with our agency. Therefore, it is imperative that their calls are handled in a timely manner. I was promoted to Collections Manager in November 2006 and one of the first complaints brought to my attention was the wait time for the contact center. Many of our customers had to wait as long as 30 minutes before their call was answered. While many customers' calls were being answered in a timely manner, the fact that some of them were having to wait long periods of time was not satisfactory. As a result of the complaints, I was allowed to hire temporary employees and "borrow" employees from other departments in order to get the calls answered in a reasonable amount of time. The "borrowed" employees assisted us until the end of the income tax filing season. The result of the additional staffing was an overall reduction in our maximum call wait time. Having reduced the overall maximum call wait time, I began to look at the variations in call wait times. During any given day, there were still problems concerning variations in the call wait times. While a lot of our customers' calls were being handled timely the day to day variations became a concern. I wanted to know if there was a pattern to the variations in call wait times. Not knowing details about the specifics of the problem, I could not come up with a plan to "fix" the problem. Beginning in January, our phone call volume will substantially increase. Now is the time to identify any problem areas and have solutions in place prior to the 2008 income tax filing season.

One of my agencies goals is to provide quality customer service. Answering phone calls

from taxpayers in a timely and professional manner would fall under this goal. No one likes to be left on hold for any length of time. Even though longer than normal waits are to be expected during certain times of the day, it doesn't make the taxpayer feel good about the service he/she is receiving when their calls are not answered in a timely manner. The long term goal of the contact center would be to answer every phone call within a 2 – 3 minute time frame. With existing staffing that is most likely impossible, but the short term goal of reducing the variation in call times is the next best thing.

The goal of my data collection is to gather and chart phone call information in a manner that will identify problem areas within a given time frame. My agency uses the phone system Avaya to track all of the phone calls coming in to our contact center. Avaya has an enormous amount of data available with regards to phone calls made to our agencies phone system. Some of the items tracked are: number of abandoned calls, average speed answered, maximum delay, number of phone calls received (ACD calls), and average possible staff available. The contact center calls are tracked on 2 lines. One is the contact center regular line which handles mostly income tax calls. This is the number given to the public as a contact number for the agency. The other is the contact center business line which handles tax questions regarding sales, withholding, failure to file notices, etc. This phone number is published on notices generated by the different tax departments. This data is available in many different time frames such as 30 minute increments, daily, and weekly. While the data is readily available, the analyzing of the data is the main goal of my project.

The first group of data selected was for period covered July 1, 2006 through June 30, 2007. The data obtained from the Avaya phone records was entered into SQCpak and charted accordingly. The data collected during this time frame was analyzed in weekly increments and charted according to average speed to answer, number of calls received (ACD calls), abandoned calls and maximum delay.

The following charts show all of the data used for the weekly analysis. (Time was charted in minutes.)

Contact Center Business Line Weekly Charts.doc (Attachment 1)

Contact Center Regular Line Weekly Charts.doc (Attachment 2)

January through May 2007 showed the highest number of calls received on the contact center regular line. As a result we also experienced a high number of abandoned calls and a large fluctuation in average speed answered. This was expected on the contact center regular line due to the fact that this time frame would account for a large amount of income tax calls from taxpayers. The contact center business line also experienced a high volume of calls from January 2007 continuing through the end of June 2007. Major changes were made with sales tax during that time period and a large number of calls occurred due to taxpayer's questions on the increase in the sales tax and the new forms they needed to use. This phone line also receives calls concerning failure to file notices that are mailed out periodically. The failure to file calls would be ongoing throughout the year. The January and February time period was the time frame where we received a

high number of complaints from taxpayers. The complaints centered on the length of time they were kept on hold prior to being assisted by a “live” person. The complaints reached the Governors office so it was mandatory that action was taken.

Beginning March 15, 2007, I was allowed to borrow 4 employees from other areas to answer our phone lines. You can see from the charts that our stats with regards to abandoned calls dropped drastically. The average speed to answer during this time frame also leveled off to a very acceptable level and the maximum delay was reduced. While it should be obvious that the more people you have to answer the phone, the better service you get, the charts prove that point. The analysis of the weekly information showed what I expected so the next step was to look at the data in daily increments.

The next set of data was collected and charted according to average speed to answer, number of calls received (ACD calls), abandoned calls, average possible staff and maximum delay on a daily basis for the period covered May 1, 2007 through June 29, 2007. (Time is in minutes on the following charts)

Contact Center Bus Daily Charts.doc (Attachment 3)

Contact Center Reg Daily Charts.doc (Attachment 4)

The average speed to answer began fluctuating on May 29, 2007 for both lines. The reason behind this is that the extra people that were helping the contact center were no longer available. The average speed to answer for the regular line (income tax) leveled off beginning 6/13/2007. The number of calls also declined. This would be due to the

end of tax filing season. Most of the calls coming into that line during filing season are taxpayers inquiring about their refunds and most refunds have been issued by the middle of June. The average speed to answer for the business line also leveled off beginning 6/13/07. This would be due to the fact that some of the same employees who answer the regular line also answer the business line. Since the regular calls decreased beginning June 12, 2007, more employees were available to answer the business line.

The last set of data was collected and charted on a daily basis in 30 minute time intervals according to average speed to answer, number of calls received (ACD calls), abandoned calls, average possible staff and maximum delay. The time period covered May 1, 2007 through June 29, 2007.

(Attachment 5) c:\Carolpierceproject\CCBusAbandonedcalls.xls

c:\Carolpierceproject\CCBusACD calls.xls

c:\Carolpierceproject\CCBusAvgposstaff.xls

c:\Carolpierceproject\CCBusavgspeed.xls (time charted in seconds)

c:\Carolpierceproject\CCBusMaximumdelay.xls (time charted in minutes)

(Attachment 6) c:\Carolpierceproject\CCRegAbandonedcalls.xls

c:\Carolpierceproject\CCRegACDcalls.xls

c:\Carolpierceproject\CCRegavgposstaff.xls

c:\Carolpierceproject\CCRegavgspeed.xls (time charted in seconds)

c:\Carolpierceproject\CCRegMaximumdelay.xls (time charted in minutes)

The data collected for the time increments indicate our major problem with time fluctuations is the 12:00 – 2:00 time frame. This is not surprising due to employee lunch breaks. Our maximum delay and number of abandoned calls was high during this time period and our number of available staff was at its lowest. Prior to the charting of data, I had expected the number of calls received to be much higher during the 12:00 – 2:00 time frame due to taxpayers calling us on their lunch break. This did not show in the stats. Therefore the problem is the number of staff available to answer the phones during this time frame. Another time frame that showed a minor problem was 4:00 – 4:30. After researching why this time period would be a problem, it was determined that several employees take their “smoke” break at this time. As many as 3 -4 would be on break, causing a slight fluctuation late in the day.

After analyzing all of the data collected, it is important to focus on where the problem areas are and how to correct them. As stated earlier in this project, it is imperative that we have the resources available to get the job done. The resource most important to the contact center is the number of employees. We currently have 14 full time positions in the contact center. When the contact center was started in 2001 it was recommended that we have 20-24 employees. Unfortunately that was the same time as the major budget cuts for state government and we were not able to fully staff the contact center.

The first course of action I want to take is to increase the number of employees in the

contact center. I requested permission to hire 1 – 3 full time contact center positions, but those FTE's were not available. I have asked to be considered for any future FTE's that become available. This will be our best plan for the future of the contact center. Having been turned down for full time positions I requested 1 – 3 temporary contact positions. This request was approved.

My plans are to hire 3 temporary employees immediately. They will be paid \$10.00 per hour and will be allowed to work as many as 37.5 hours per week. The yearly cost for this will be approximately \$56,000. The hiring process will be done by the contact center supervisor – Patrick Kane. He has been instructed to fill these jobs immediately so that they will be trained before the beginning of income tax filing season.

Once these individual are hired and trained it will be the contact center supervisor's responsibility to insure that the lunch breaks are handled so that we have adequate staffing available. This can be done by staggering the lunch time hours for the staff. In addition the break times of employees will also have to be monitored so that we don't have numerous contact center staff on break at the same time.

One of the major problems with hiring temporary employees is the turnover rate. This is a problem which is not controllable by me or my staff. We will attempt to hire individuals that we consider to be good candidates to remain with our agency. I also have to have a backup plan to insure adequate phone coverage when other factors are

present. Factors such as sick and annual leave of permanent employees, the absence from work of the temporary employees have to be considered. In order to deal with the daily problems that this can cause, I will have 2 employees from the Central Levy area on standby during filing season for assistance with the phone lines. This will also be helpful if we begin receiving an unusually large amount of phone calls on any given day. The number of phone calls, the maximum delay and the average time to answer will be monitored on a daily basis by the contact center supervisor. He has access to real time data using the Avaya phone system. In the past, if these numbers were out of control there was not anything he could do about it. All he could do was watch the numbers spiral out of control and do the best he could with the personnel available. And of course, he would eventually have to explain to management that he was doing the best he could with the number of employees he had available.

While the addition of temporary employees and the availability of central levy employees will improve the performance of the contact center, I also have to deal with issues concerning the current staff. They need to understand the importance of scheduling their break times and lunch times according to what is best for the agency. This is not always easy to do.

The first step in achieving employee "buy in" is to strive for a trusting environment between management and employee. I think there has to be open communication pertaining to the goals of the agency and our expectations of the employee. Most

employees would be willing to do what it takes to have their department meet the goals that have been set. The problem is they do not always know what the goals are that they are supposed to be striving for. They can sometimes be left out of the loop when it comes to setting and tracking goals. This problem can be solved by keeping an open line of communication between management and staff and making sure the staff is fully informed concerning our goals and expectations.

During this project, I discovered that there is a built in phone delay that has been set between calls that a contact employee takes. For example, a contact center employee answers the phone and assists the taxpayer. Upon completion of the call, the employee will then wait for the next call. There is a 30 second time lag that is currently set into the system so that the employee has some breathing room between calls. This work fine most of the time; however there are situations where the employee needs to bypass the time delay and answer the next call. If we have 15 taxpayers on hold, the contact center employee should bypass the 30 second delay and go ahead and take another call. The concept sounds valid; however the contact center employees have no way of knowing that we have a backlog of taxpayers waiting on assistance. They do not have access to the Avaya phone data; therefore they go about each day answering calls the same way. If they were aware that a backlog of calls was present, they could bypass the 30 second phone delay and immediately answer the next call. This information needs to be relayed to them during our peak times. The contact center supervisor will be instructed to notify the staff via email when we are having a large backlog of calls. The employees will be

aware of the situation and will be able to begin taking calls without the time delay. This will assist us in keeping the average speed answered and the maximum delay to an acceptable number. Again, it is so important to keep the employees informed as what is going on.

In order to keep our employees informed I will have the contact center supervisor make available on a weekly basis to our employees the following information. Average speed answered, maximum delay, number of calls and number of abandoned calls. The employees will be aware of the numbers and can take pride when the numbers are within our goals. If the numbers fall outside of our goals then I will work with the contact center supervisor to determine where we have a problem. This will be done by continuing to analyze the weekly information from Avaya.

In conclusion, the Avaya data was very informative in determining where our problems areas are. We will continue to use Avaya to monitor our phone data. My goal is to give quality customer service to the taxpayers of South Carolina by answering their calls in a timely and professional manner. It is an unattainable goal to answer all calls within a 2-3 time frame; however it will take cooperation and input from all parties involved. With the 3 temporary employees and the additional 2 from Central levy, my goal of reduced call time variations should be met.

Source :

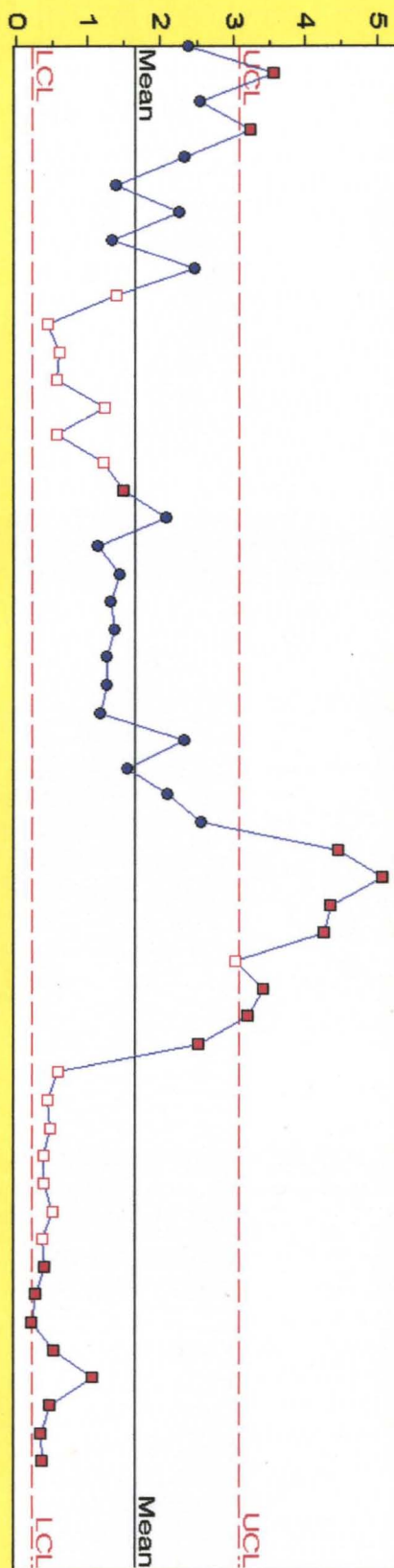
Avaya CMS Supervisor Version 11.0 F1.02 Copyright 1997 – 2002 Avaya Inc.

CONTACT CENTER
BUSINESS LINE
WEEKLY STATISTICS
AND
CHARTS

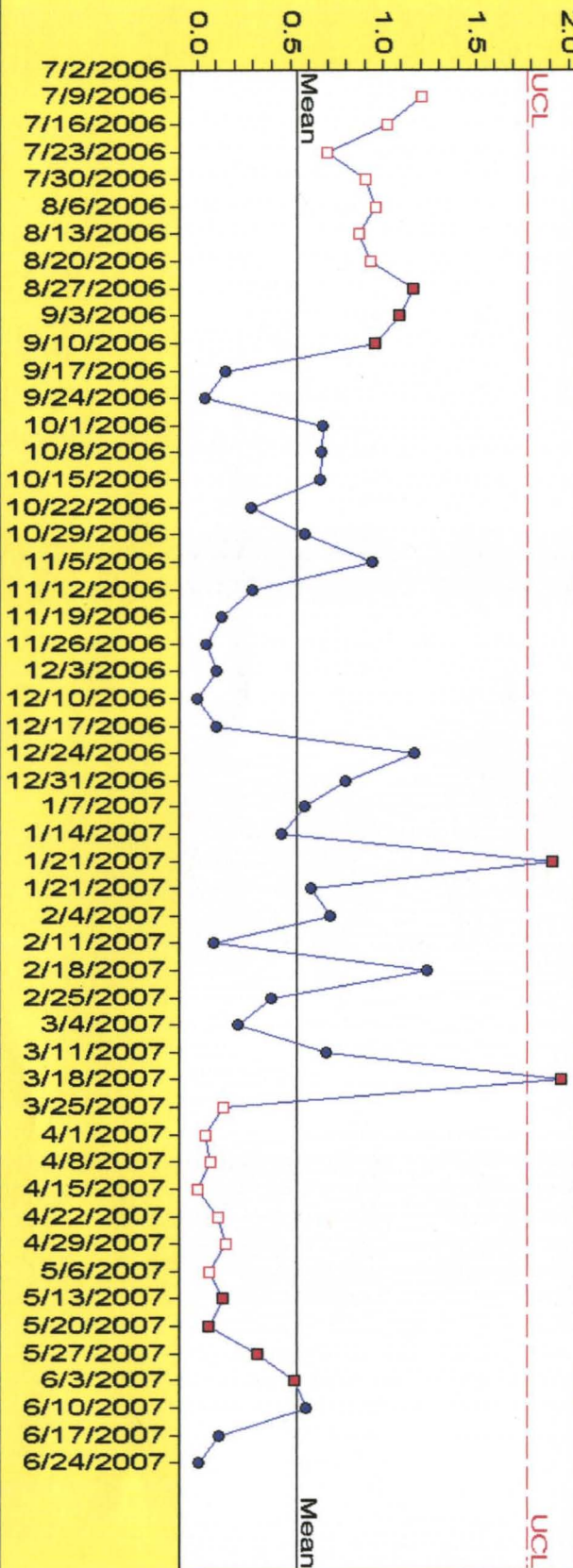
CC Business Line Weekly Stats

Avg. Speed to Ans

Individuals 07-06 - 06-24-07: UCL=3.0862, Mean=1.6447, LCL=0.2031 (mR=2)

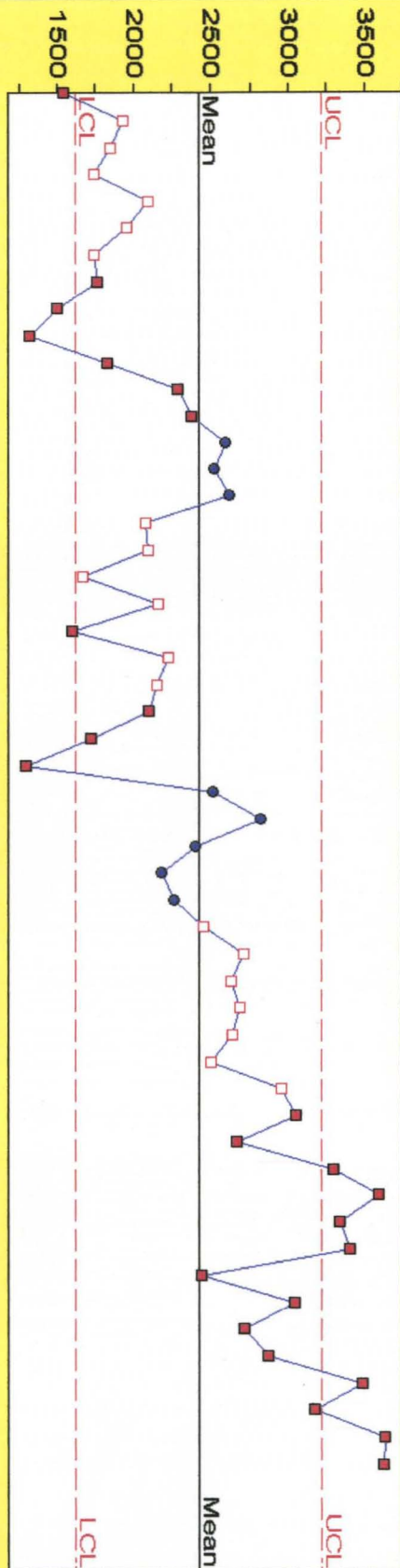


Moving Range 07-06 - 06-24-07: UCL=1.7714, Mean=0.5420, LCL=none (mR=2)

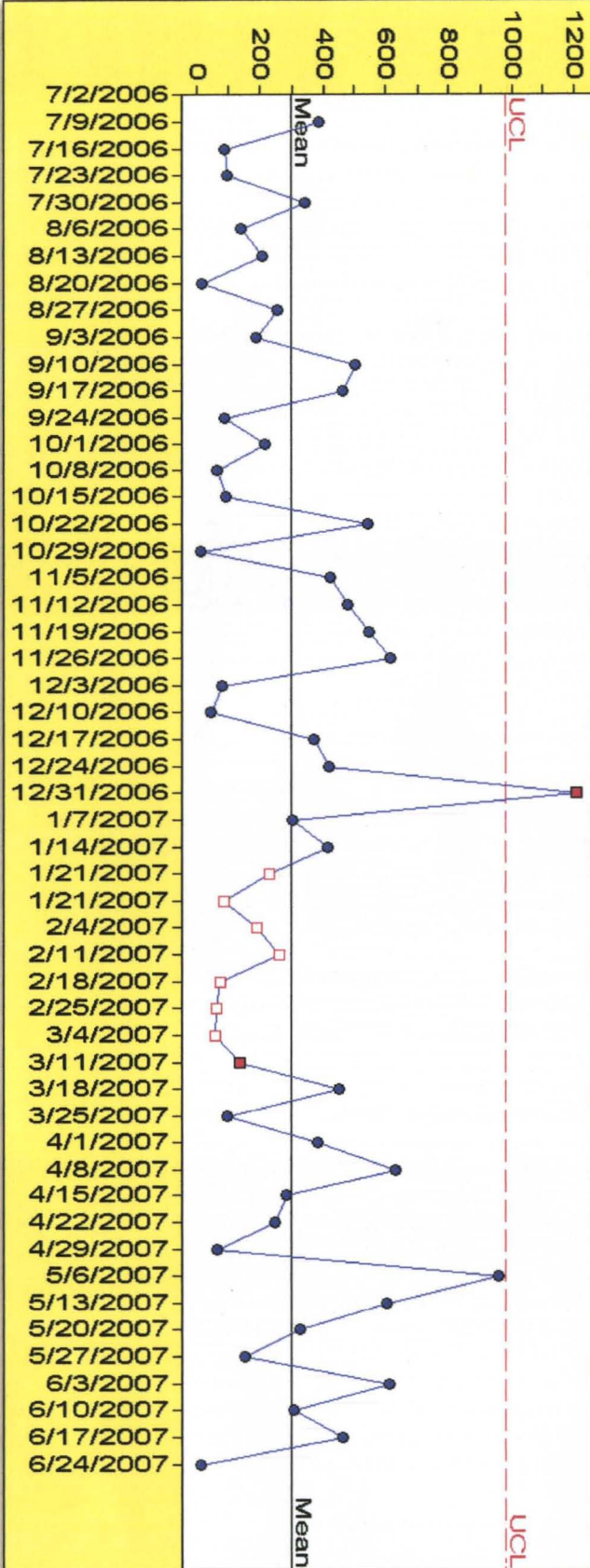


ACD Calls

Individuals 07-06 - 06-24-07: UCL=3213.4, Mean=2416.8, LCL=1620.2 (mR=2)

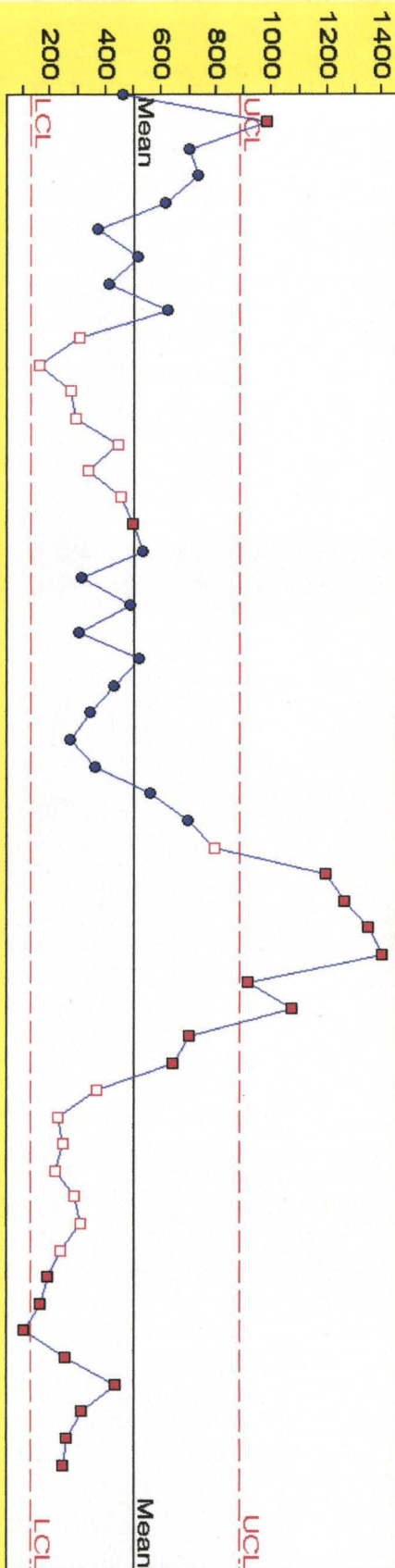


Moving Range 07-06 - 06-24-07: UCL=978.8, Mean=299.5, LCL=none (mR=2)

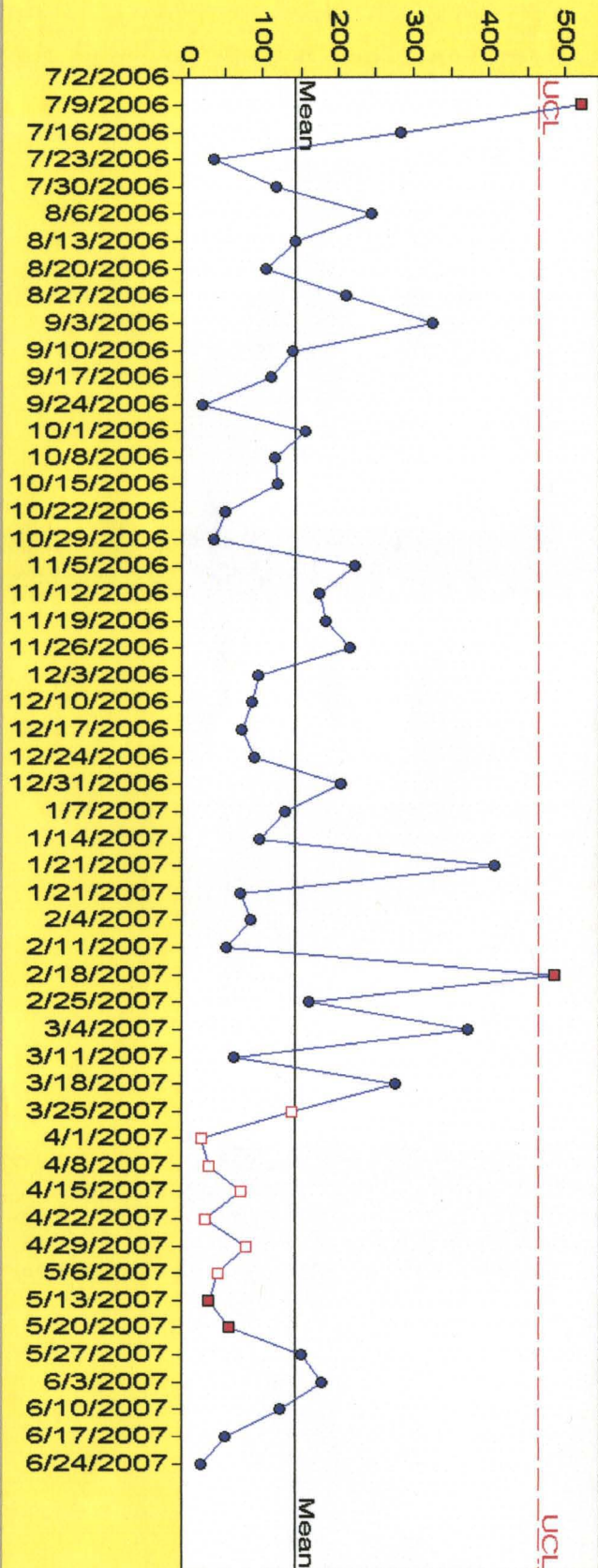


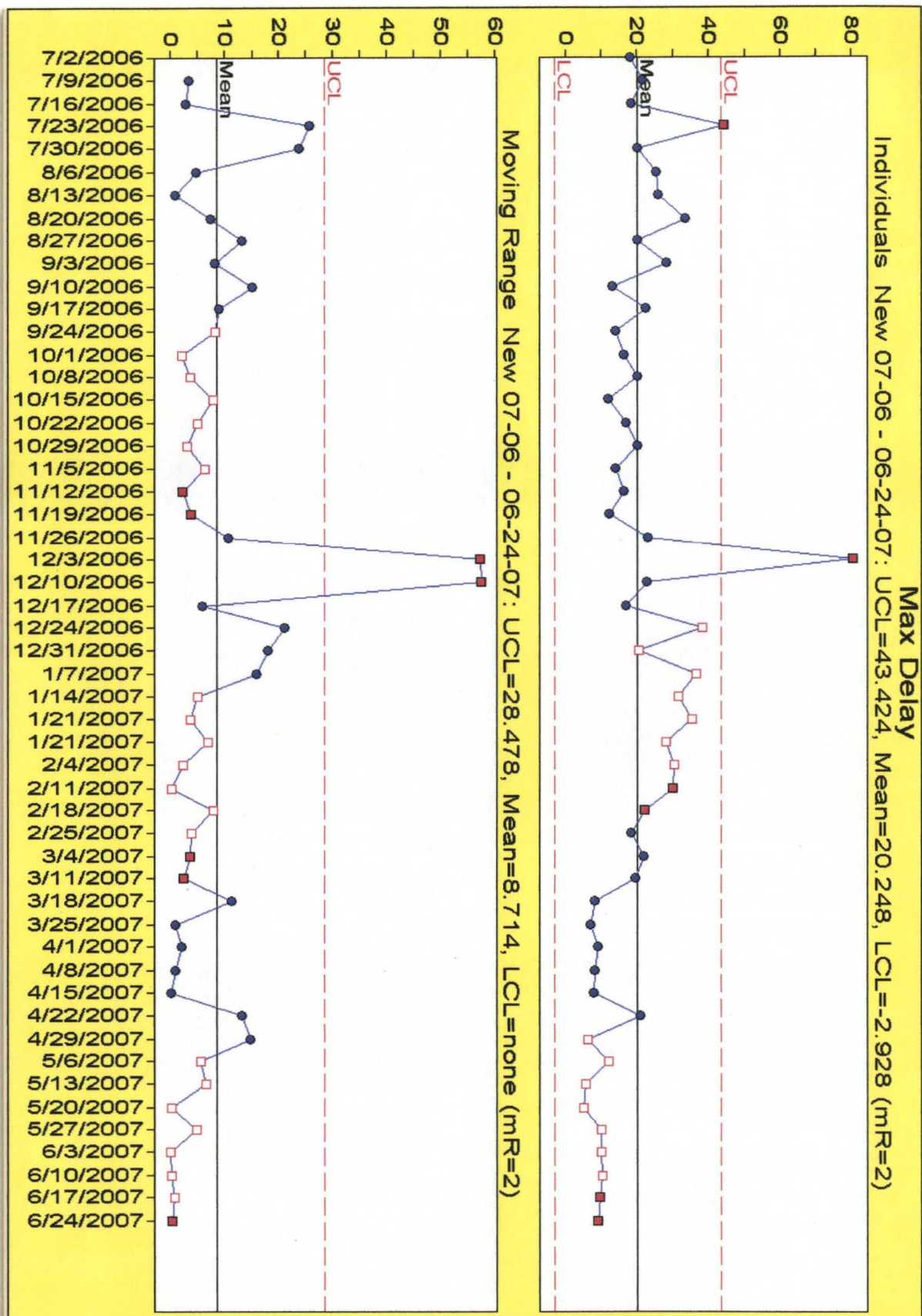
Abandon Calls

Individuals 07-06 - 06-24-07: UCL=884.7, Mean=505.7, LCL=126.7 (mR=2)



Moving Range 07-06 - 06-24-07: UCL=465.7, Mean=142.5, LCL=none (mR=2)





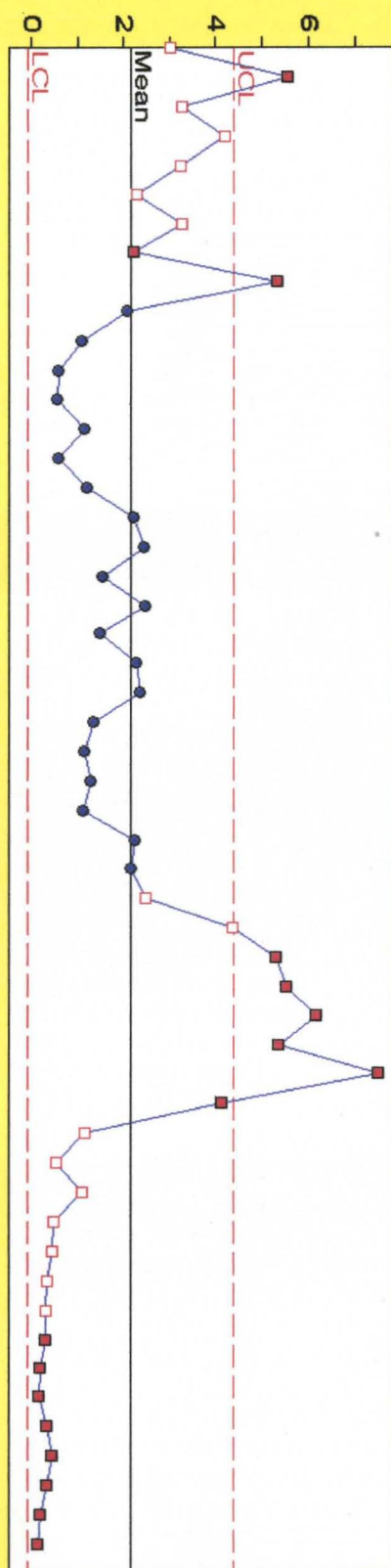
		Avg. Speed to Ans		ACD Calls		Abandon Calls		Max Delay	
#	Date	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range
1	7/2/2006	02.37		1538		0462		18.11	
2	7/9/2006	03.57	01.200	1926	0388.0	0985	0523.0	21.59	03.480
3	7/16/2006	02.55	01.020	1841	0085.0	0702	0283.0	18.59	03.000
4	7/23/2006	03.24	00.690	1744	0097.0	0737	0035.0	44.32	25.730
5	7/30/2006	02.34	00.900	2087	0343.0	0620	0117.0	20.29	24.030
6	8/6/2006	01.38	00.960	1947	0140.0	0376	0244.0	25.18	04.890
7	8/13/2006	02.25	00.870	1740	0207.0	0519	0143.0	26.03	00.850
8	8/20/2006	01.32	00.930	1757	0017.0	0415	0104.0	33.50	07.470
9	8/27/2006	02.48	01.160	1502	0255.0	0626	0211.0	20.24	13.260
10	9/3/2006	01.39	01.090	1318	0184.0	0302	0324.0	28.52	08.280
11	9/10/2006	00.43	00.960	1824	0506.0	0162	0140.0	13.45	15.070
12	9/17/2006	00.58	00.150	2284	0460.0	0274	0112.0	22.55	09.100
13	9/24/2006	00.54	00.040	2372	0088.0	0294	0020.0	14.18	08.370
14	10/1/2006	01.22	00.680	2587	0215.0	0450	0156.0	16.35	02.170
15	10/8/2006	00.55	00.670	2523	0064.0	0334	0116.0	20.06	03.710
16	10/15/2006	01.21	00.660	2615	0092.0	0453	0119.0	12.01	08.050
17	10/22/2006	01.50	00.290	2073	0542.0	0503	0050.0	17.05	05.040
18	10/29/2006	02.08	00.580	2087	0014.0	0537	0034.0	20.36	03.310
19	11/5/2006	01.14	00.940	1664	0423.0	0315	0222.0	14.09	06.270
20	11/12/2006	01.44	00.300	2147	0483.0	0490	0175.0	16.48	02.390
21	11/19/2006	01.31	00.130	1599	0548.0	0307	0183.0	12.48	04.000
22	11/26/2006	01.36	00.050	2218	0619.0	0524	0217.0	23.30	10.820
23	12/3/2006	01.26	00.100	2142	0076.0	0430	0094.0	80.55	57.250
24	12/10/2006	01.26	00.000	2097	0045.0	0345	0085.0	23.01	57.540
25	12/17/2006	01.16	00.100	1724	0373.0	0273	0072.0	17.11	05.900
26	12/24/2006	02.33	01.170	1303	0421.0	0362	0089.0	38.40	21.290
27	12/31/2006	01.53	00.800	2512	1209.0	0566	0204.0	20.38	18.020
28	1/7/2007	02.11	00.580	2817	0305.0	0696	0130.0	36.49	16.110
29	1/14/2007	02.56	00.450	2402	0415.0	0791	0095.0	31.55	04.940
30	1/21/2007	04.47	01.910	2176	0226.0	1198	0407.0	35.27	03.720
31	1/21/2007	05.08	00.610	2257	0081.0	1267	0069.0	28.18	07.090
32	2/4/2007	04.36	00.720	2443	0186.0	1350	0083.0	30.40	02.220
33	2/11/2007	04.27	00.090	2703	0260.0	1403	0053.0	30.13	00.270
34	2/18/2007	03.03	01.240	2632	0071.0	0916	0487.0	22.22	07.910
35	2/25/2007	03.43	00.400	2690	0058.0	1077	0161.0	18.39	03.830
36	3/4/2007	03.21	00.220	2634	0056.0	0705	0372.0	22.00	03.610
37	3/11/2007	02.52	00.690	2499	0135.0	0643	0062.0	19.51	02.490
38	3/18/2007	00.56	01.960	2953	0454.0	0368	0275.0	08.21	11.300
39	3/25/2007	00.42	00.140	3051	0098.0	0230	0138.0	07.17	01.040
40	4/1/2007	00.46	00.040	2667	0384.0	0248	0018.0	09.31	02.140
41	4/8/2007	00.39	00.070	3300	0633.0	0220	0028.0	08.41	00.900
42	4/15/2007	00.39	00.000	3582	0282.0	0289	0069.0	08.05	00.360
43	4/22/2007	00.50	00.110	3335	0247.0	0312	0023.0	21.30	13.250
44	4/29/2007	00.35	00.150	3399	0064.0	0234	0078.0	06.36	14.940
45	5/6/2007	00.41	00.060	2441	0958.0	0194	0040.0	12.07	05.710
46	5/13/2007	00.27	00.140	3042	0601.0	0165	0029.0	05.50	06.570
47	5/20/2007	00.21	00.060	2716	0326.0	0109	0056.0	05.20	00.300
48	5/27/2007	00.53	00.320	2867	0151.0	0259	0150.0	10.01	04.810
49	6/3/2007	01.05	00.522	3478	0611.0	0438	0179.0	10.00	00.010
50	6/10/2007	00.46	00.592	3170	0308.0	0314	0124.0	10.36	00.360
51	6/17/2007	00.34	00.120	3630	0460.0	0263	0051.0	09.52	00.840
52	6/24/2007	00.35	00.010	3619	0011.0	0244	0019.0	09.11	00.410
53									
54									
55									
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CONTACT CENTER
REGULAR LINE
WEEKLY STATISTICS
AND
CHARTS

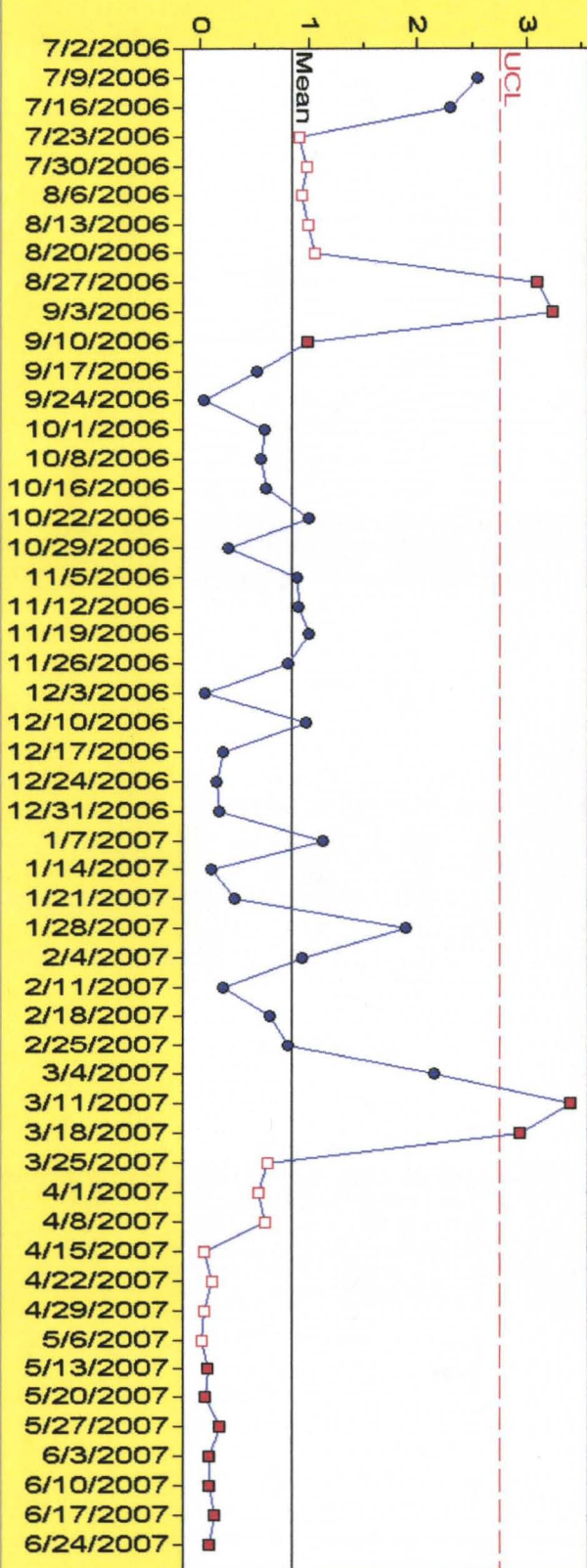
Contact Center Regular Line Weekly Stats

Avg. Speed to Ans

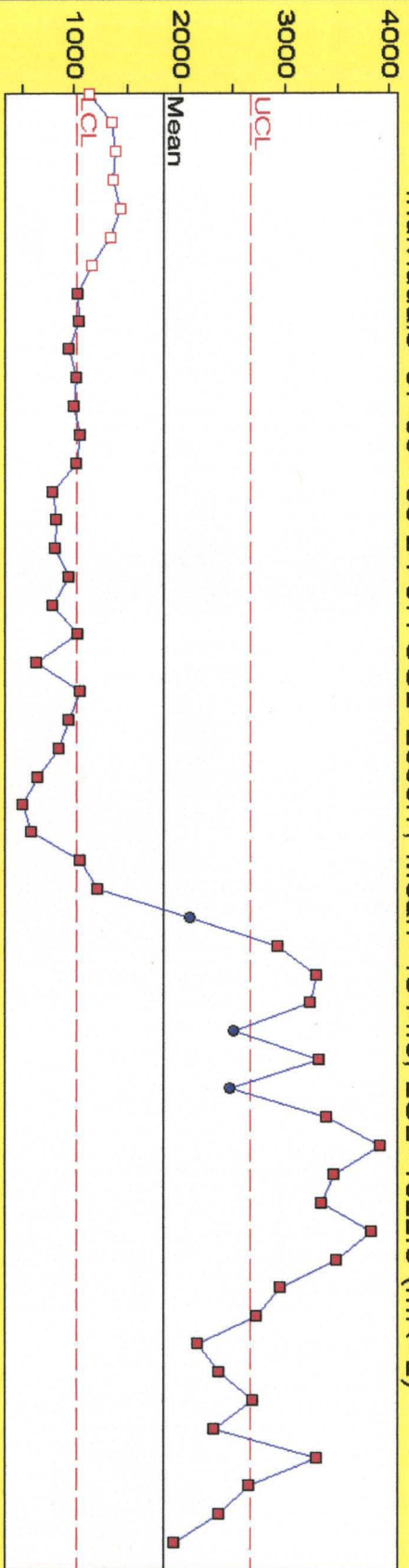
Individuals 07-06 - 06-24-07: UCL=4.383, Mean=2.141, LCL=-0.102 (mR=2)



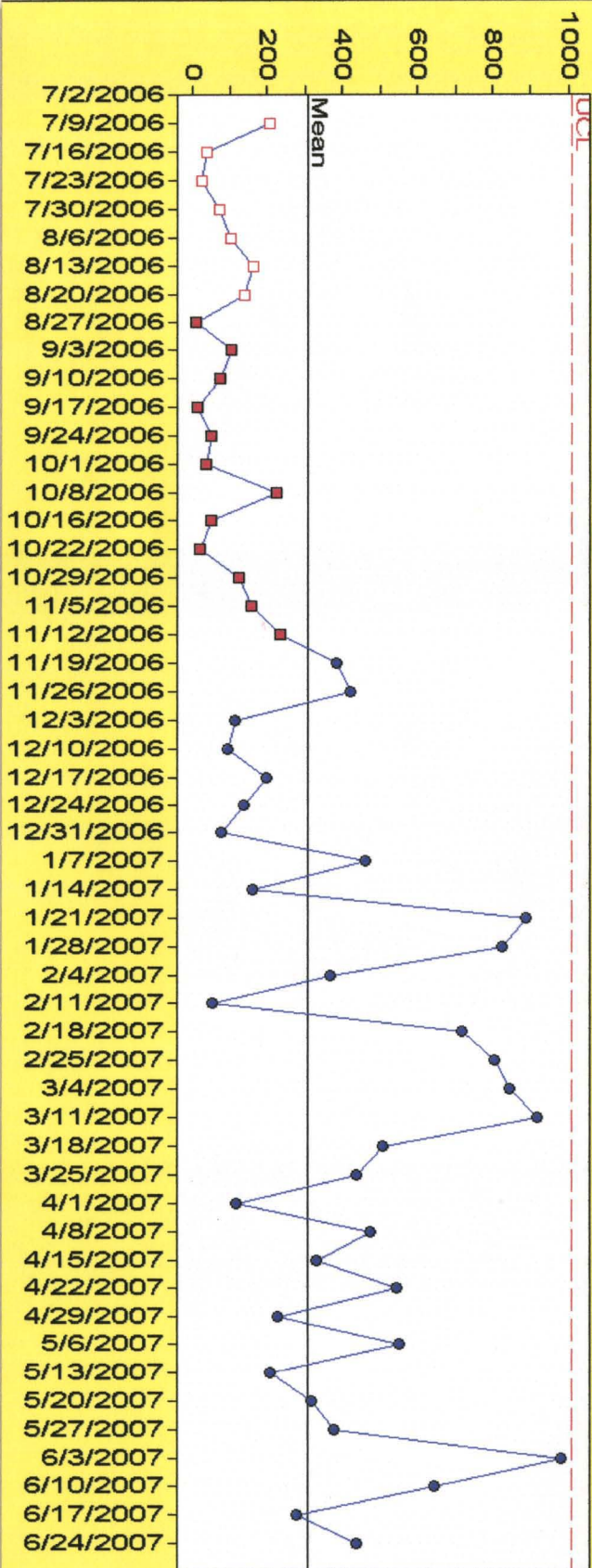
Moving Range 07-06 - 06-24-07: UCL=2.755, Mean=0.843, LCL=none (mR=2)



ACD Calls Individuals 07-06 - 06-24-07: UCL=2666.7, Mean=1844.5, LCL=1022.3 (mR=2)

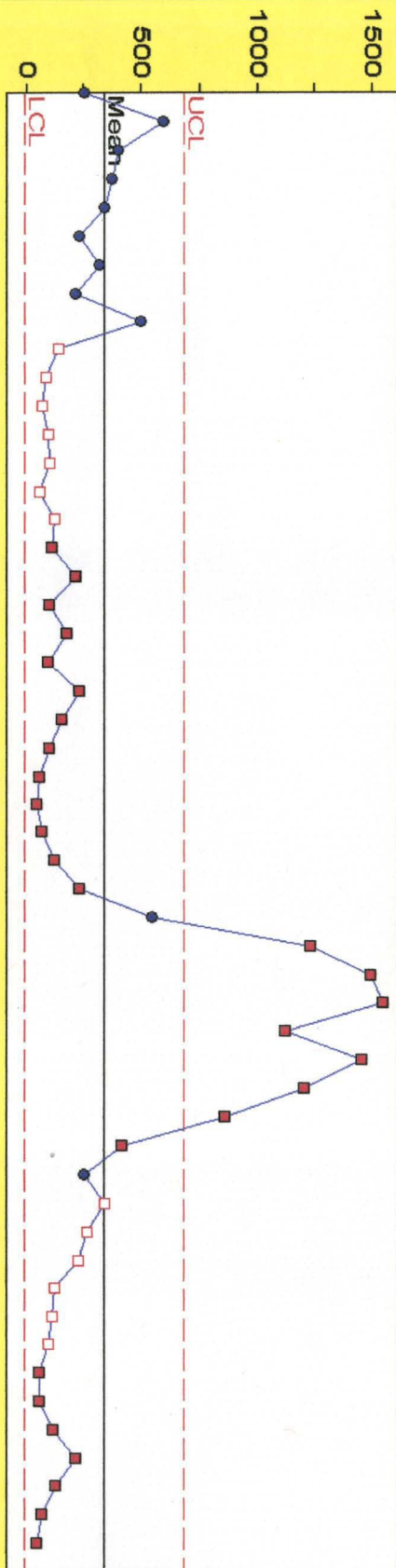


Moving Range 07-06 - 06-24-07: UCL=1010.3, Mean=309.2, LCL=none (mR=2)

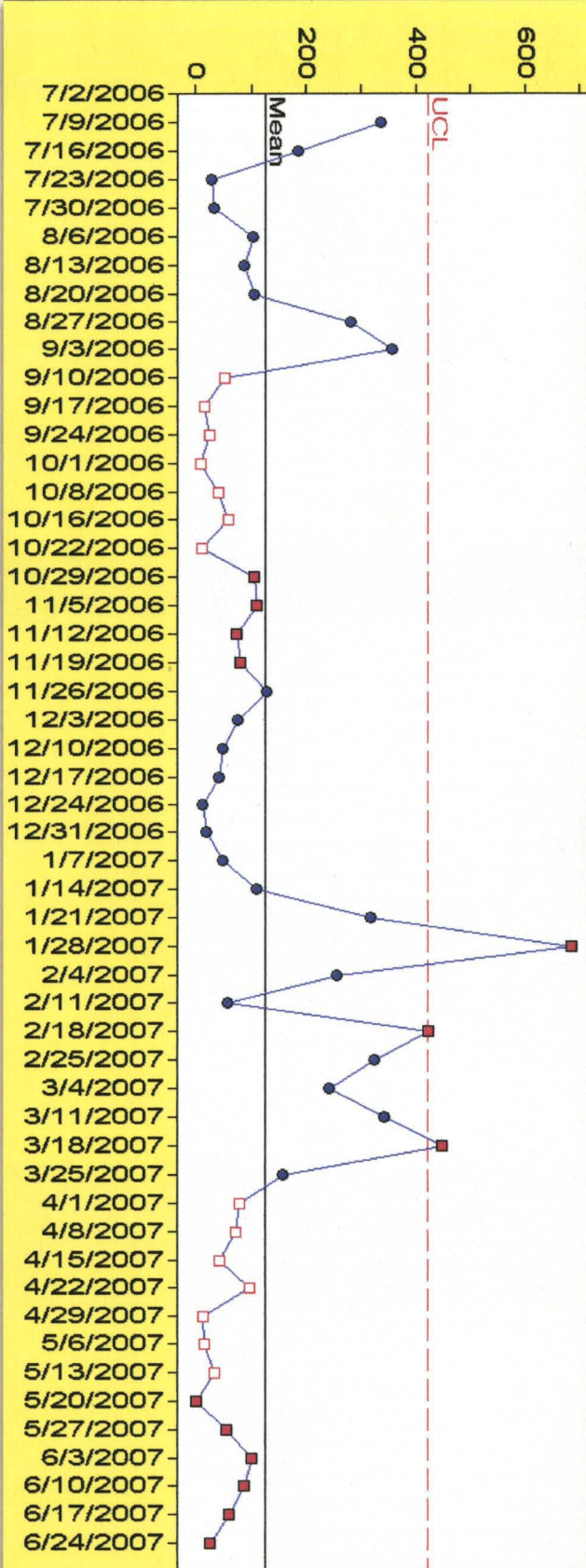


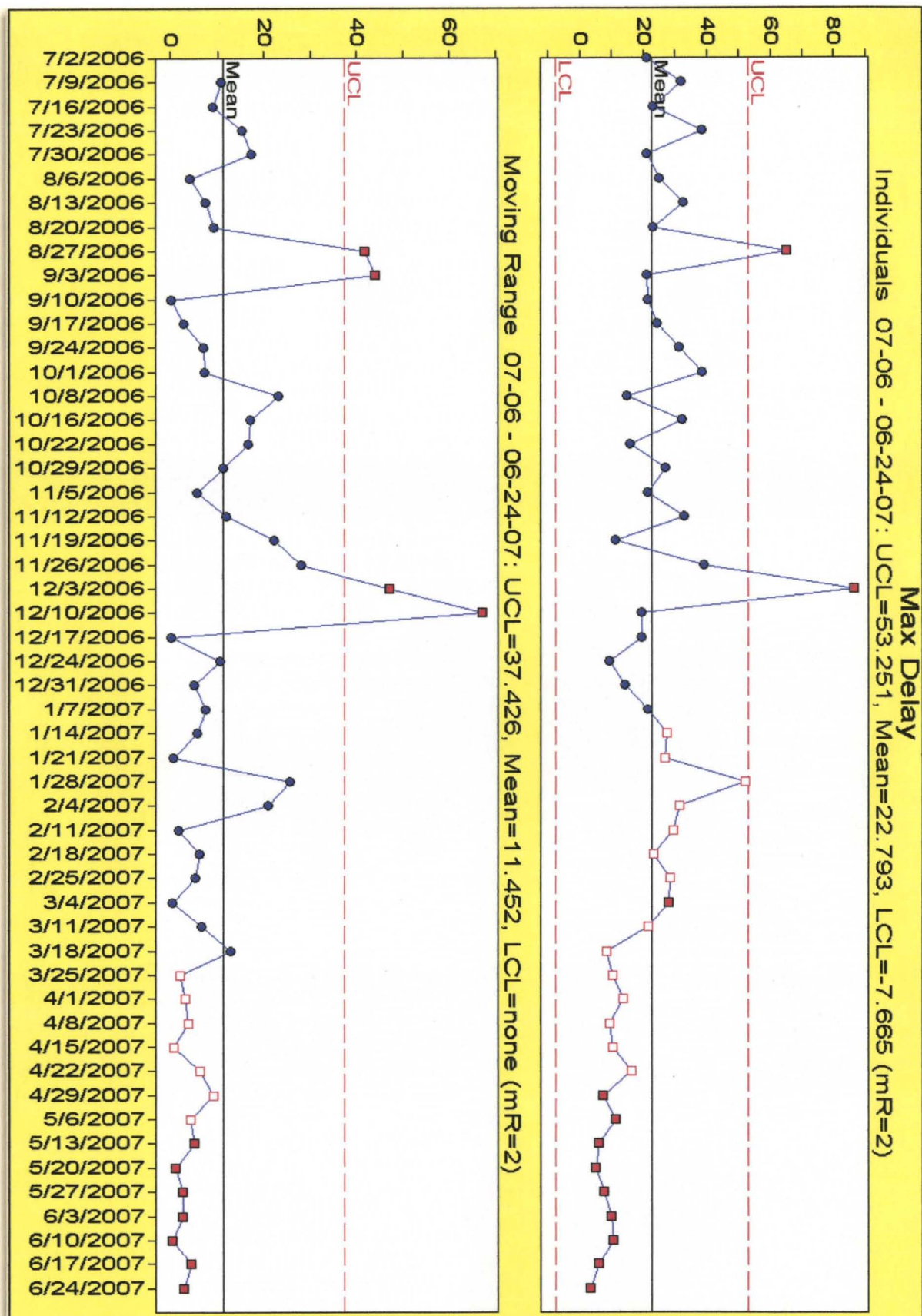
Abandon Calls

Individuals 07-06 - 06-24-07: UCL=680.5, Mean=337.6, LCL=-5.4 (mR=2)



Moving Range 07-06 - 06-24-07: UCL=421.4, Mean=128.9, LCL=none (mR=2)





		Avg. Speed to Ans		ACD Calls		Abandon Calls		Max Delay	
#	Date	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range
1	7/2/2006	03.02		1139		0253		21.15	
2	7/9/2006	05.58	02.560	1344	0205.0	0590	0337.0	32.05	10.900
3	7/16/2006	03.28	02.300	1385	0041.0	0402	0188.0	23.07	08.980
4	7/23/2006	04.19	00.910	1361	0024.0	0372	0030.0	38.36	15.290
5	7/30/2006	03.22	00.970	1433	0072.0	0336	0036.0	21.01	17.350
6	8/6/2006	02.29	00.930	1331	0102.0	0232	0104.0	25.04	04.030
7	8/13/2006	03.28	00.990	1171	0160.0	0321	0089.0	32.53	07.490
8	8/20/2006	02.23	01.050	1034	0137.0	0214	0107.0	23.24	09.290
9	8/27/2006	05.34	03.110	1045	0011.0	0498	0284.0	65.10	41.860
10	9/3/2006	02.10	03.240	0941	0104.0	0139	0359.0	21.22	43.880
11	9/10/2006	01.11	00.990	1016	0075.0	0085	0054.0	21.36	00.140
12	9/17/2006	00.59	00.520	0999	0017.0	0069	0016.0	24.05	02.690
13	9/24/2006	00.56	00.030	1051	0052.0	0094	0025.0	31.09	07.040
14	10/1/2006	01.15	00.590	1012	0039.0	0101	0007.0	38.31	07.220
15	10/8/2006	00.59	00.560	0790	0222.0	0060	0041.0	15.08	23.230
16	10/16/2006	01.20	00.610	0840	0050.0	0119	0059.0	32.17	17.090
17	10/22/2006	02.20	01.000	0819	0021.0	0109	0010.0	15.57	16.600
18	10/29/2006	02.46	00.260	0944	0125.0	0216	0107.0	27.08	11.510
19	11/5/2006	01.57	00.890	0789	0155.0	0104	0112.0	21.36	05.720
20	11/12/2006	02.48	00.910	1023	0234.0	0180	0076.0	33.24	11.880
21	11/19/2006	01.48	01.000	0638	0385.0	0098	0082.0	11.05	22.190
22	11/26/2006	02.29	00.810	1062	0424.0	0228	0130.0	39.37	28.320
23	12/3/2006	02.34	00.050	0947	0115.0	0150	0078.0	86.54	47.170
24	12/10/2006	01.37	00.970	0853	0094.0	0100	0050.0	19.44	67.100
25	12/17/2006	01.15	00.220	0653	0200.0	0058	0042.0	19.53	00.090
26	12/24/2006	01.30	00.150	0517	0136.0	0046	0012.0	09.02	10.510
27	12/31/2006	01.13	00.170	0596	0079.0	0067	0021.0	14.19	05.170
28	1/7/2007	02.26	01.130	1059	0463.0	0118	0051.0	21.59	07.400
29	1/14/2007	02.15	00.110	1219	0160.0	0229	0111.0	27.16	05.570
30	1/21/2007	02.47	00.320	2106	0887.0	0548	0319.0	26.46	00.700
31	1/28/2007	04.37	01.900	2933	0827.0	1233	0685.0	52.05	25.590
32	2/4/2007	05.31	00.940	3299	0366.0	1489	0256.0	31.06	20.990
33	2/11/2007	05.53	00.220	3243	0056.0	1548	0059.0	29.33	01.730
34	2/18/2007	06.17	00.640	2522	0721.0	1124	0424.0	23.13	06.200
35	2/25/2007	05.37	00.800	3329	0807.0	1451	0327.0	28.52	05.390
36	3/4/2007	07.53	02.160	2482	0847.0	1207	0244.0	28.16	00.360
37	3/11/2007	04.12	03.410	3401	0919.0	0863	0344.0	21.41	06.750
38	3/18/2007	01.17	02.950	3909	0508.0	0413	0450.0	08.37	13.040
39	3/25/2007	00.54	00.630	3471	0438.0	0254	0159.0	10.34	01.970
40	4/1/2007	01.08	00.540	3352	0119.0	0335	0081.0	13.29	02.950
41	4/8/2007	00.48	00.600	3826	0474.0	0264	0071.0	09.38	03.910
42	4/15/2007	00.45	00.030	3493	0333.0	0220	0044.0	10.16	00.780
43	4/22/2007	00.34	00.110	2951	0542.0	0122	0098.0	16.29	06.130
44	4/29/2007	00.30	00.040	2724	0227.0	0108	0014.0	07.11	09.180
45	5/6/2007	00.29	00.010	2174	0550.0	0093	0015.0	11.19	04.080
46	5/13/2007	00.22	00.070	2380	0206.0	0058	0035.0	06.00	05.190
47	5/20/2007	00.17	00.050	2698	0318.0	0060	0002.0	05.07	00.930
48	5/27/2007	00.35	00.180	2320	0378.0	0116	0056.0	07.55	02.480
49	6/3/2007	00.43	00.080	3303	0983.0	0217	0101.0	10.02	02.470
50	6/10/2007	00.35	00.080	2659	0644.0	0130	0087.0	10.55	00.530
51	6/17/2007	00.22	00.130	2383	0276.0	0069	0061.0	06.28	04.270
52	6/24/2007	00.14	00.080	1944	0439.0	0043	0026.0	03.55	02.730
53									

CONTACT CENTER

BUSINESS LINE

DAILY STATISTICS

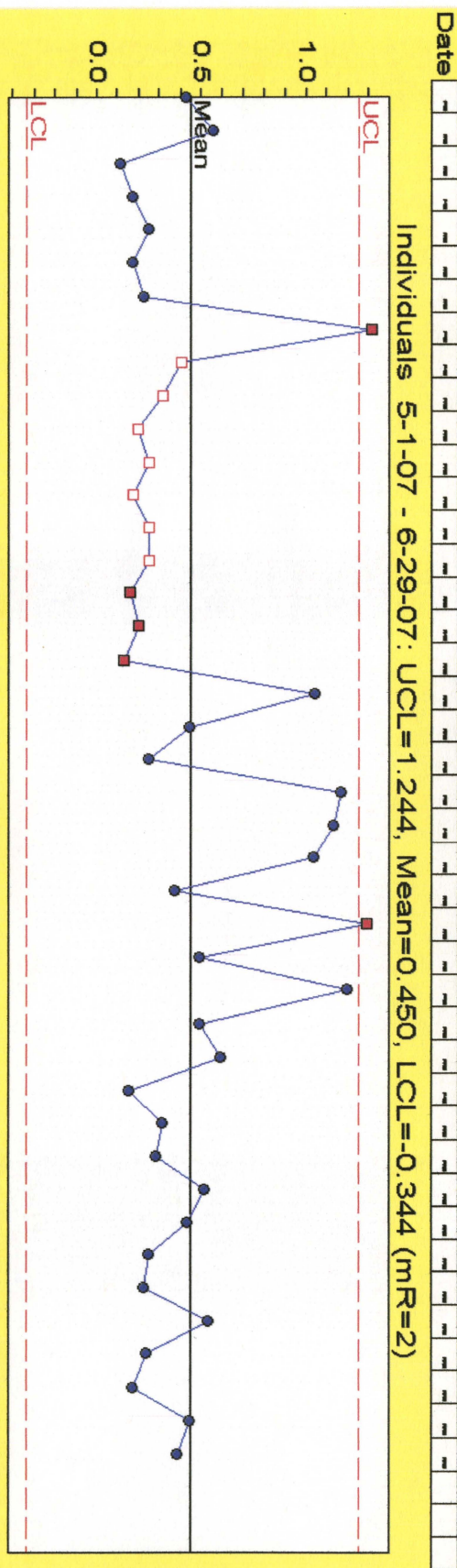
AND

CHARTS

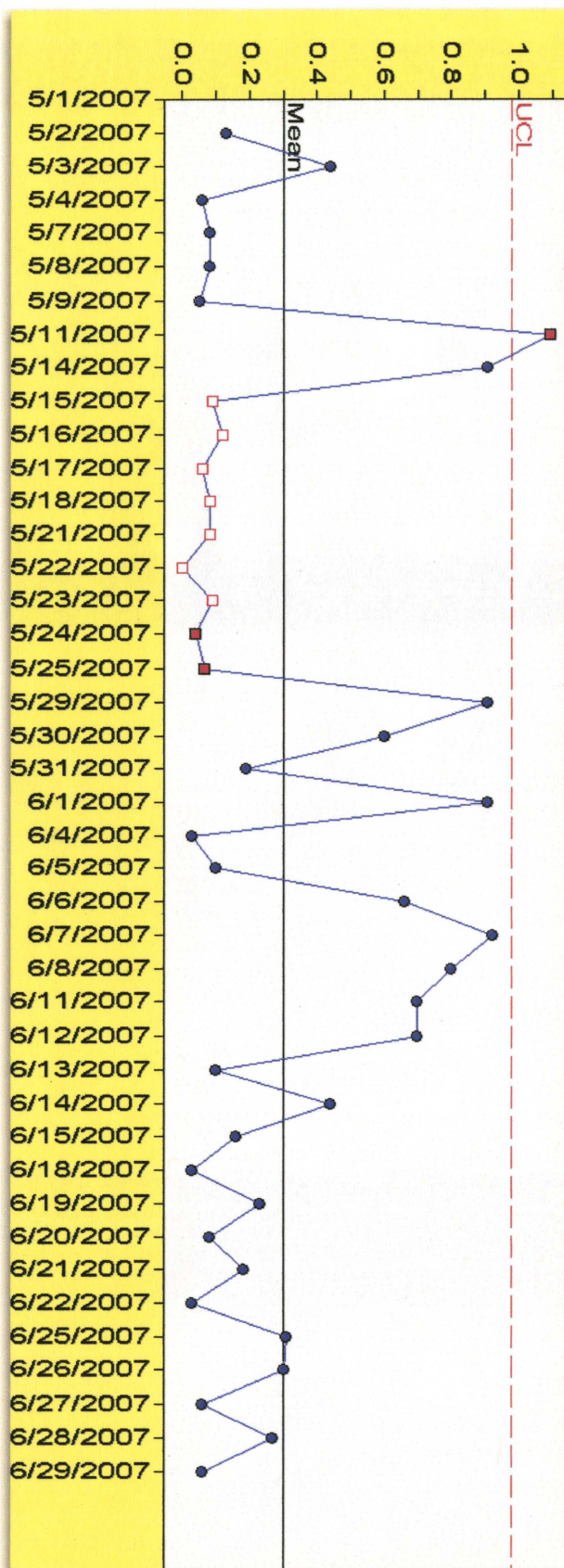
Contact Center – Business Daily Stats

Avg. Speed to Ans

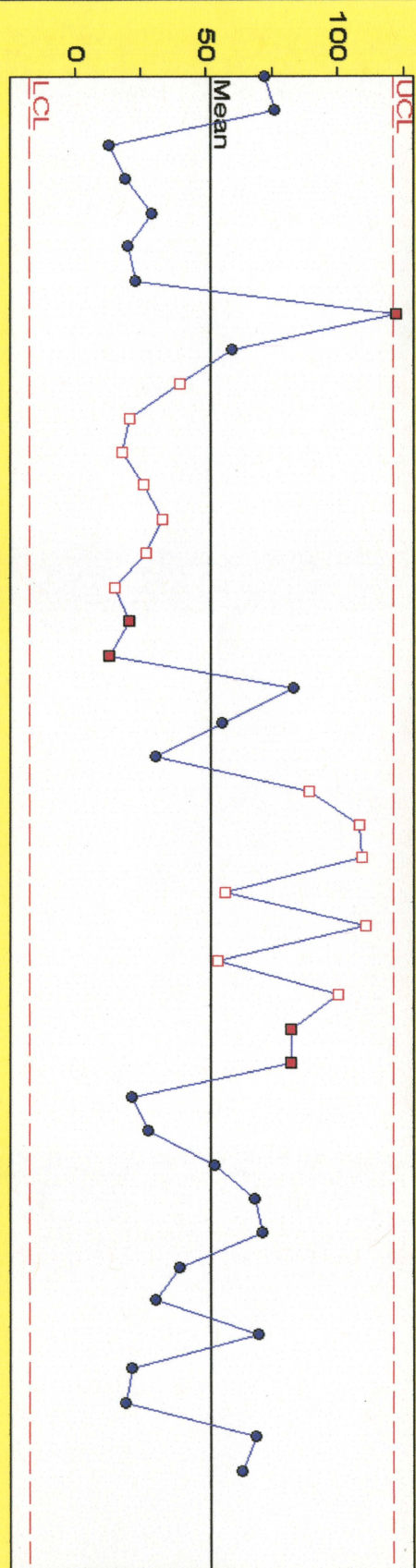
Individuals 5-1-07 - 6-29-07: UCL=1.244, Mean=0.450, LCL=-0.344 (mR=2)



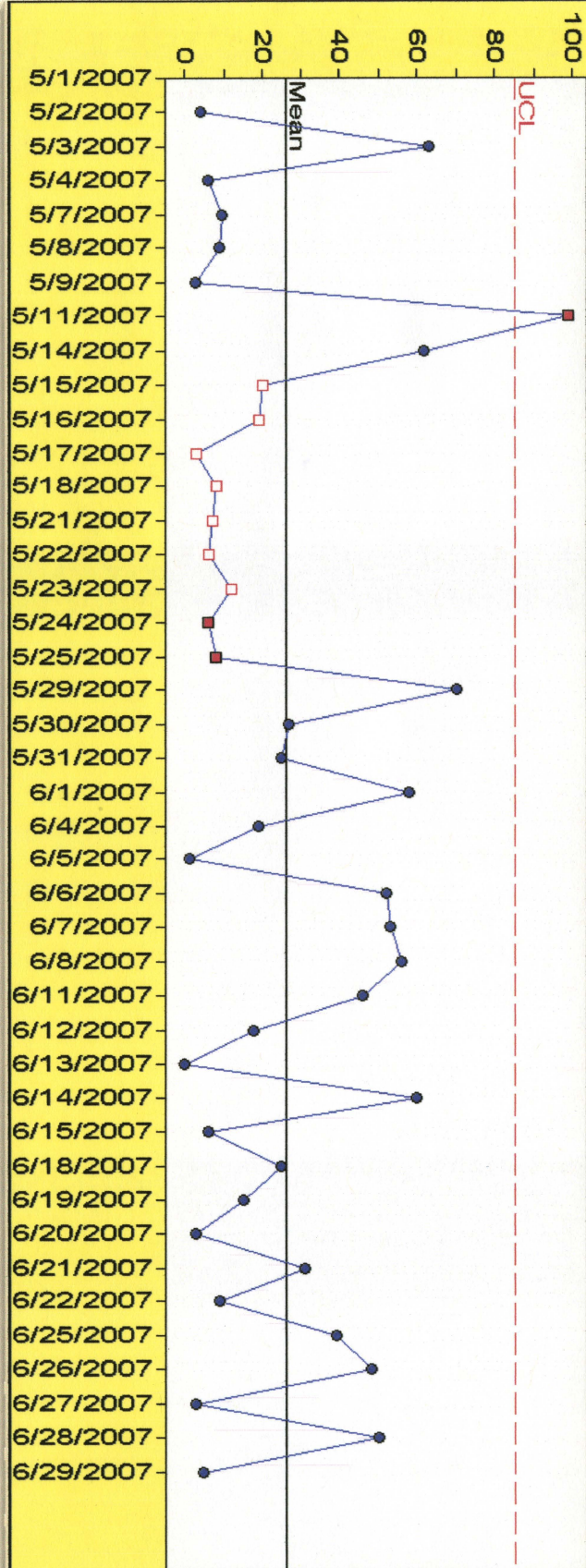
Moving Range 5-1-07 - 6-29-07: UCL=0.976, Mean=0.299, LCL=none (mR=2)



Abandon Calls
 Individuals 05-01-07 - 6-29-07: UCL=120.6, Mean=51.6, LCL=-17.4 (mR=2)

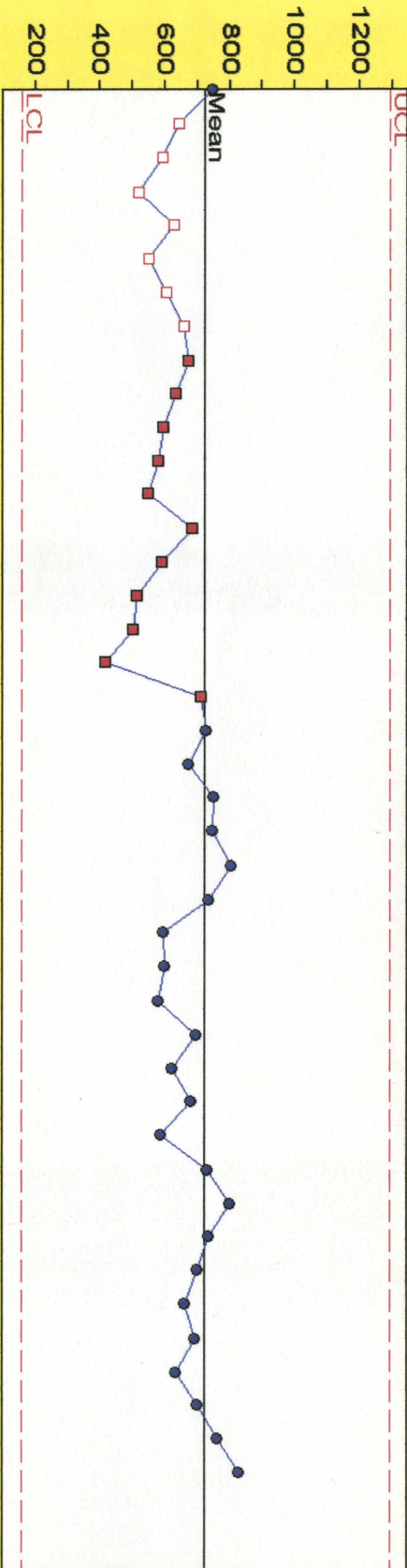


Moving Range 05-01-07 - 6-29-07: UCL=84.8, Mean=26.0, LCL=none (mR=2)

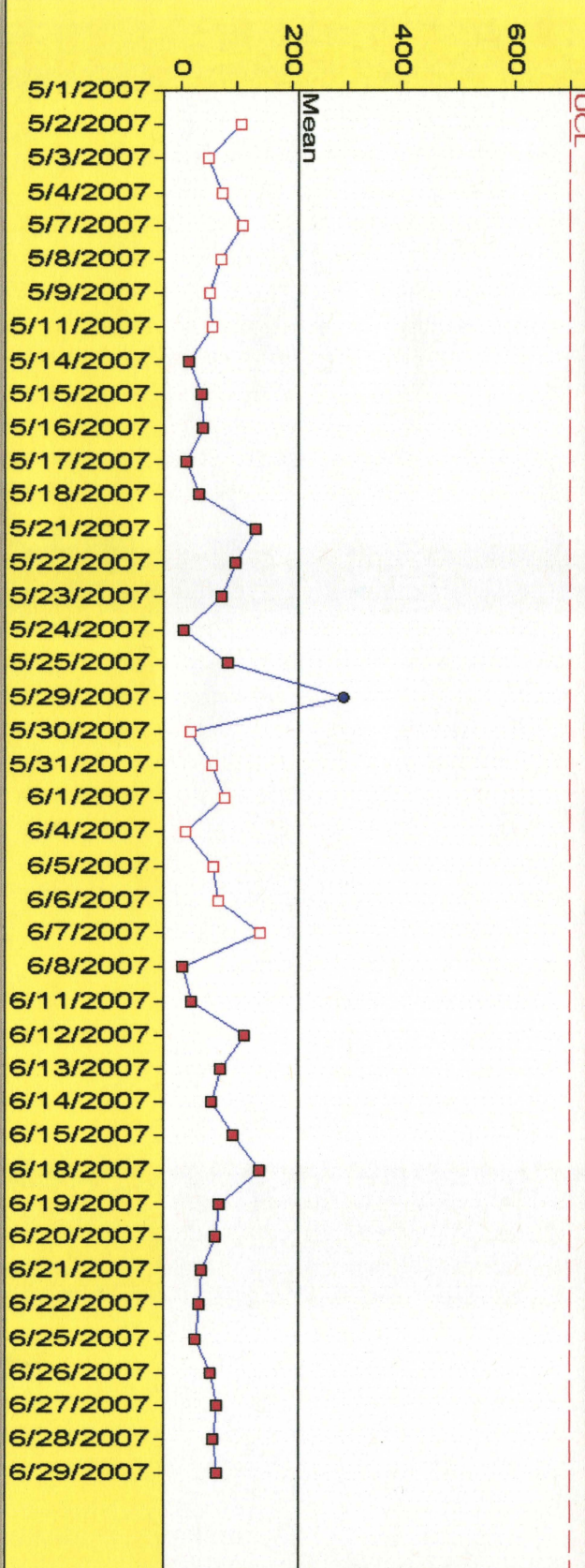


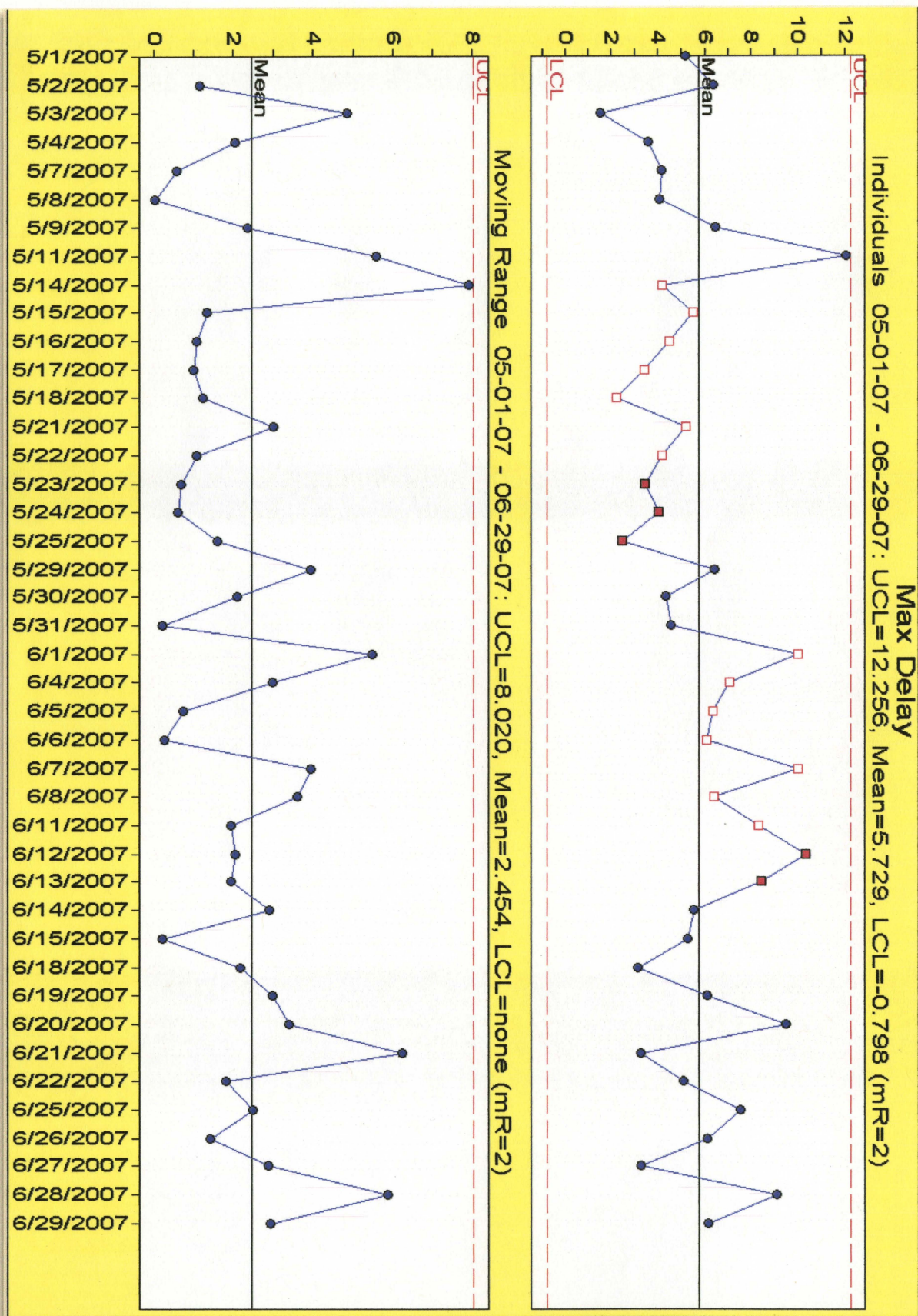
ACD Calls

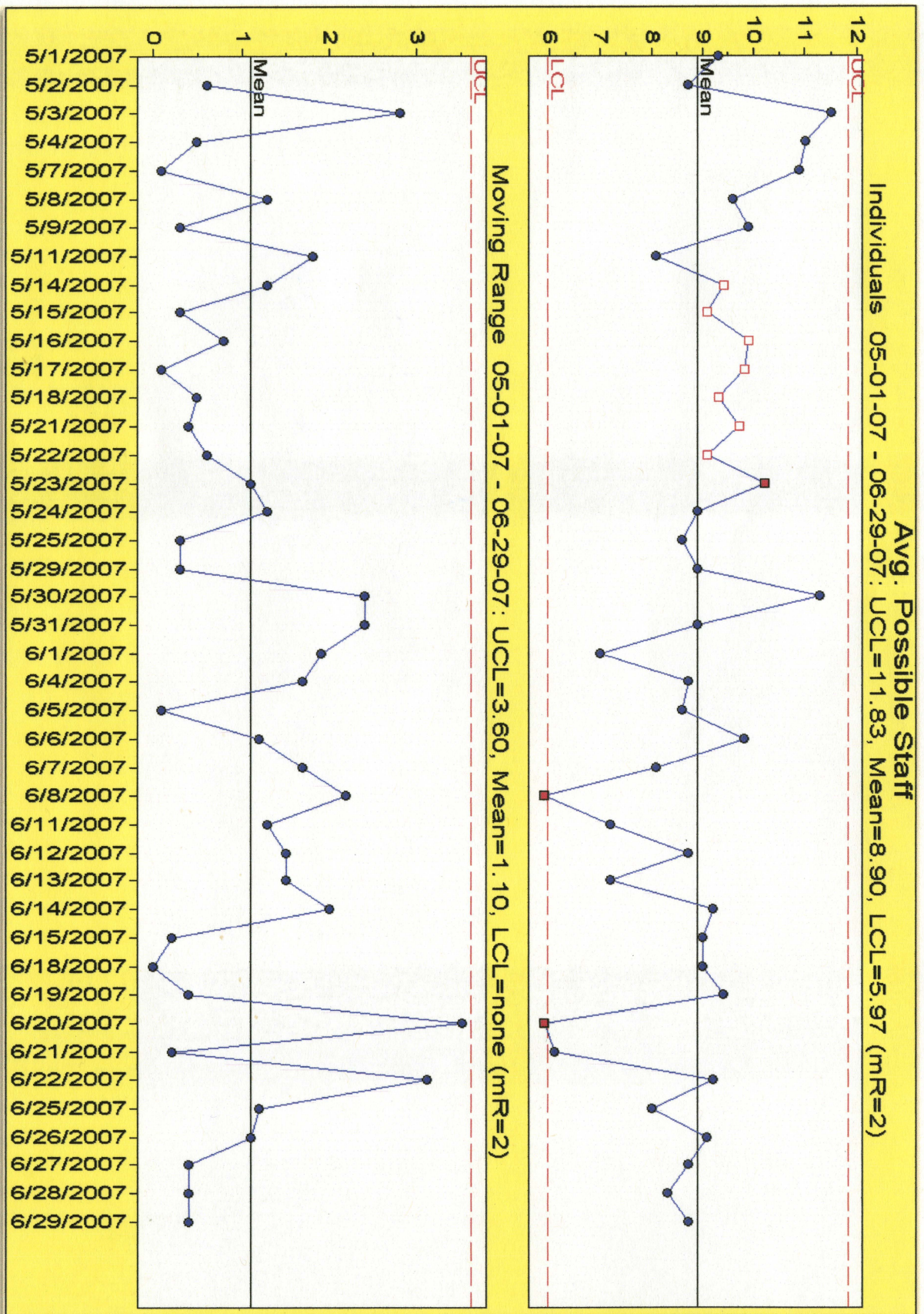
Individuals 5-01-07 - 6-29-07: UCL=1293.9, Mean=725.1, LCL=156.4 (mR=2)



Moving Range 5-01-07 - 6-29-07: UCL=698.9, Mean=213.9, LCL=none (mR=2)





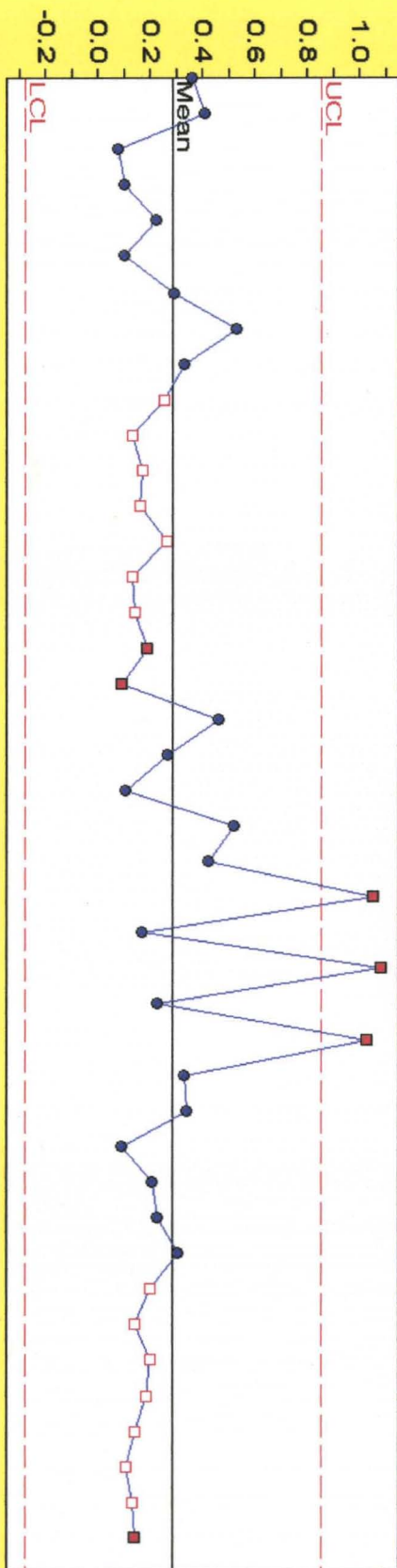


		Avg. Speed to Ans		ACD Calls		Abandon Calls		Max Delay		Avg. Possible Staff	
#	Date	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range
1	5/1/2007	00.42		0746		0072		05.20		9.30	
2	5/2/2007	00.55	00.130	0640	0106.0	0076	0004.0	06.36	01.160	8.70	0.6000
3	5/3/2007	00.11	00.440	0591	0049.0	0013	0063.0	01.50	04.860	11.50	2.8000
4	5/4/2007	00.17	00.060	0516	0075.0	0019	0006.0	03.54	02.040	11.00	0.5000
5	5/7/2007	00.25	00.080	0626	0110.0	0029	0010.0	04.13	00.590	10.90	0.1000
6	5/8/2007	00.17	00.080	0552	0074.0	0020	0009.0	04.10	00.030	9.60	1.3000
7	5/9/2007	00.22	00.050	0603	0051.0	0023	0003.0	06.47	02.370	9.90	0.3000
8	5/11/2007	01.31	01.090	0660	0057.0	0122	0099.0	12.07	05.600	8.10	1.8000
9	5/14/2007	00.40	00.910	0674	0014.0	0060	0062.0	04.14	07.930	9.40	1.3000
10	5/15/2007	00.31	00.090	0637	0037.0	0040	0020.0	05.50	01.360	9.10	0.3000
11	5/16/2007	00.19	00.120	0596	0041.0	0021	0019.0	04.43	01.070	9.90	0.8000
12	5/17/2007	00.25	00.060	0584	0012.0	0018	0003.0	03.42	01.010	9.80	0.1000
13	5/18/2007	00.17	00.080	0551	0033.0	0026	0008.0	02.21	01.210	9.30	0.5000
14	5/21/2007	00.25	00.080	0688	0137.0	0033	0007.0	05.20	02.990	9.70	0.4000
15	5/22/2007	00.25	00.000	0589	0099.0	0027	0006.0	04.12	01.080	9.10	0.6000
16	5/23/2007	00.16	00.090	0513	0076.0	0015	0012.0	03.45	00.670	10.20	1.1000
17	5/24/2007	00.20	00.040	0506	0007.0	0021	0006.0	04.05	00.600	8.90	1.3000
18	5/25/2007	00.13	00.070	0420	0086.0	0013	0008.0	02.45	01.600	8.60	0.3000
19	5/29/2007	01.04	00.910	0713	0293.0	0083	0070.0	06.41	03.960	8.90	0.3000
20	5/30/2007	00.44	00.600	0729	0016.0	0056	0027.0	04.32	02.090	11.30	2.4000
21	5/31/2007	00.25	00.190	0673	0056.0	0031	0025.0	04.53	00.210	8.90	2.4000
22	6/1/2007	01.16	00.910	0752	0079.0	0089	0058.0	10.01	05.480	7.00	1.9000
23	6/4/2007	01.13	00.030	0744	0008.0	0108	0019.0	07.05	02.960	8.70	1.7000
24	6/5/2007	01.03	00.100	0804	0060.0	0109	0001.0	06.33	00.720	8.60	0.1000
25	6/6/2007	00.37	00.660	0736	0068.0	0057	0052.0	06.05	00.280	9.80	1.2000
26	6/7/2007	01.29	00.920	0595	0141.0	0110	0053.0	10.00	03.950	8.10	1.7000
27	6/8/2007	00.49	00.800	0599	0004.0	0054	0056.0	06.39	03.610	5.90	2.2000
28	6/11/2007	01.19	00.700	0580	0019.0	0100	0046.0	08.31	01.920	7.20	1.3000
29	6/12/2007	00.49	00.700	0696	0116.0	0082	0018.0	10.36	02.050	8.70	1.5000
30	6/13/2007	00.59	00.100	0624	0072.0	0082	0000.0	08.42	01.940	7.20	1.5000
31	6/14/2007	00.15	00.440	0682	0058.0	0022	0060.0	05.52	02.900	9.20	2.0000
32	6/15/2007	00.31	00.160	0588	0094.0	0028	0006.0	05.30	00.220	9.00	0.2000
33	6/18/2007	00.28	00.030	0731	0143.0	0053	0025.0	03.14	02.160	9.00	0.0000
34	6/19/2007	00.51	00.230	0800	0069.0	0068	0015.0	06.12	02.980	9.40	0.4000
35	6/20/2007	00.43	00.080	0737	0063.0	0071	0003.0	09.52	03.400	5.90	3.5000
36	6/21/2007	00.25	00.180	0698	0039.0	0040	0031.0	03.27	06.250	6.10	0.2000
37	6/22/2007	00.22	00.030	0664	0034.0	0031	0009.0	05.06	01.790	9.20	3.1000
38	6/25/2007	00.53	00.310	0692	0028.0	0070	0039.0	07.53	02.470	8.00	1.2000
39	6/26/2007	00.23	00.300	0637	0055.0	0022	0048.0	06.11	01.420	9.10	1.1000
40	6/27/2007	00.17	00.060	0702	0065.0	0019	0003.0	03.24	02.870	8.70	0.4000
41	6/28/2007	00.44	00.270	0762	0060.0	0069	0050.0	09.11	05.870	8.30	0.4000
42	6/29/2007	00.38	00.060	0826	0064.0	0064	0005.0	06.16	02.950	8.70	0.4000
43											
44											
45											

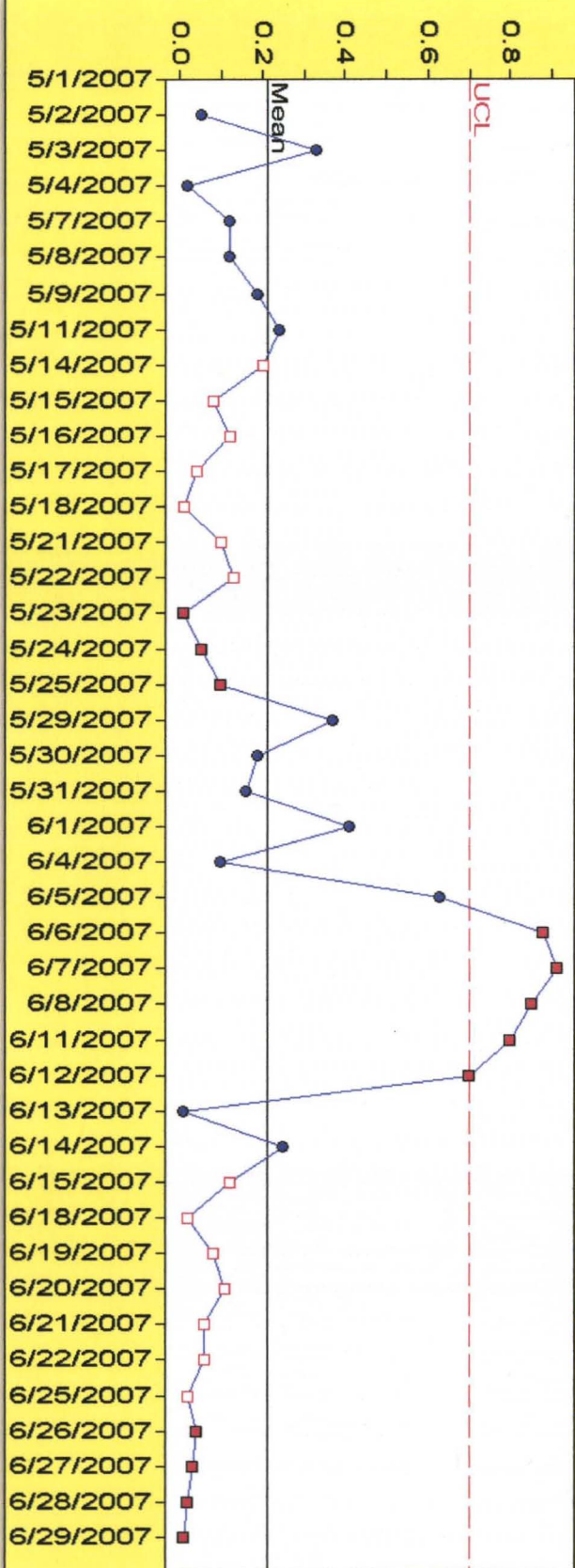
CONTACT CENTER
REGULAR LINE
DAILY STATISTICS
AND
CHARTS

**Contact Center Reg. Daily Stats
Avg. Speed to Ans**

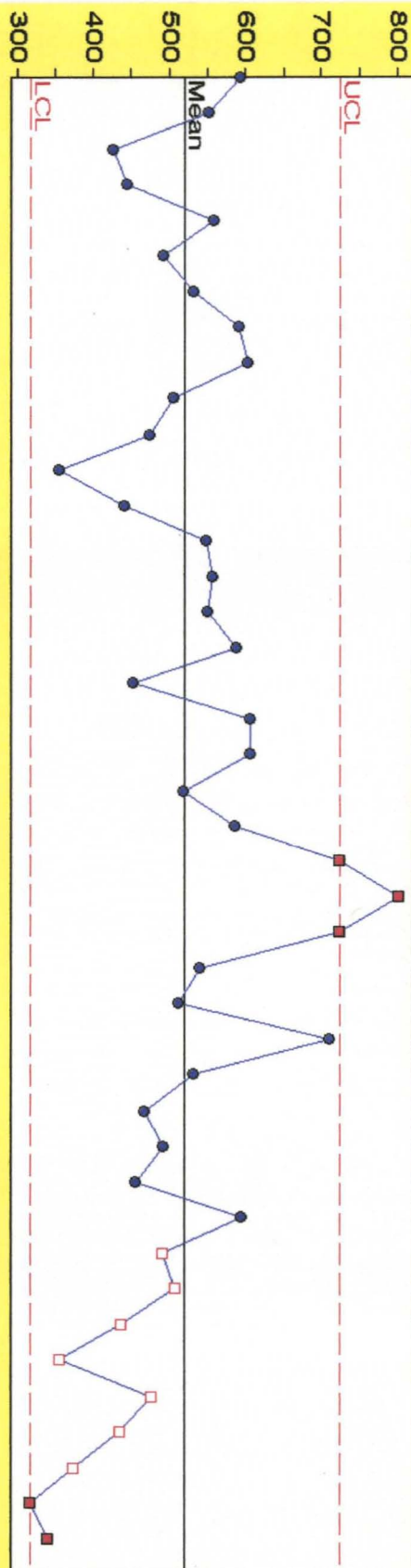
Individuals 05-01-07 - 06-29-07: UCL=0.853, Mean=0.286, LCL=-0.281 (mR=2)



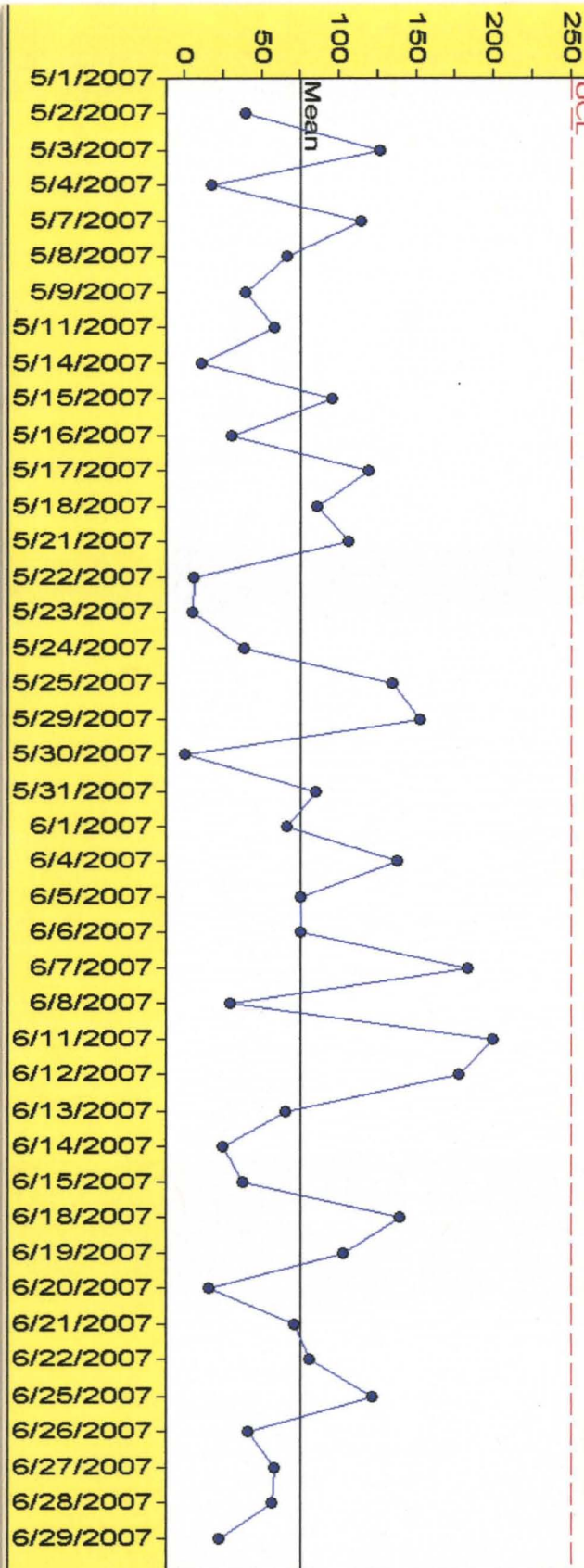
Moving Range 05-01-07 - 06-29-07: UCL=0.697, Mean=0.213, LCL=none (mR=2)



ACD Calls Individuals 05-01-07 - 06-29-07: UCL=724.6, Mean=520.9, LCL=317.2 (mR=2)

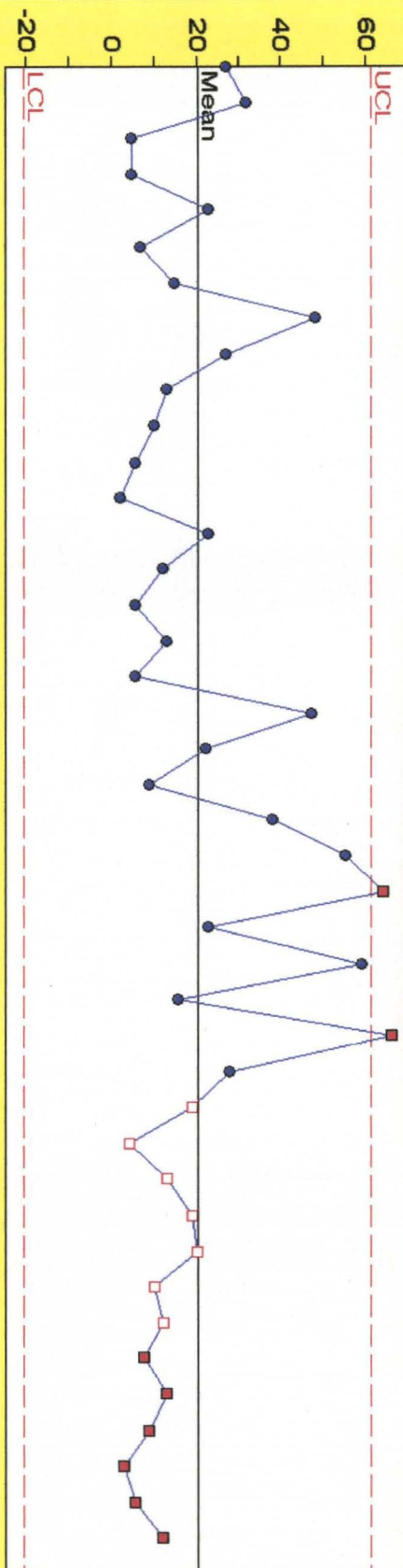


Moving Range 05-01-07 - 06-29-07: UCL=250.3, Mean=76.6, LCL=none (mR=2)

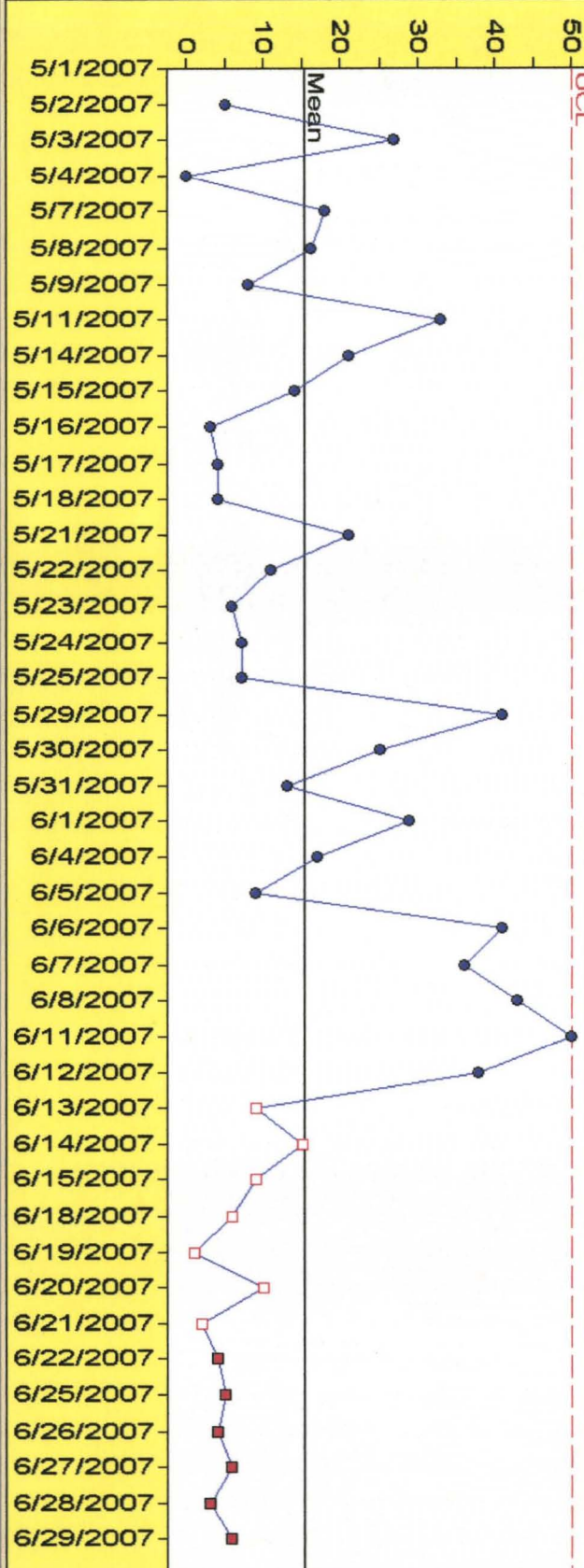


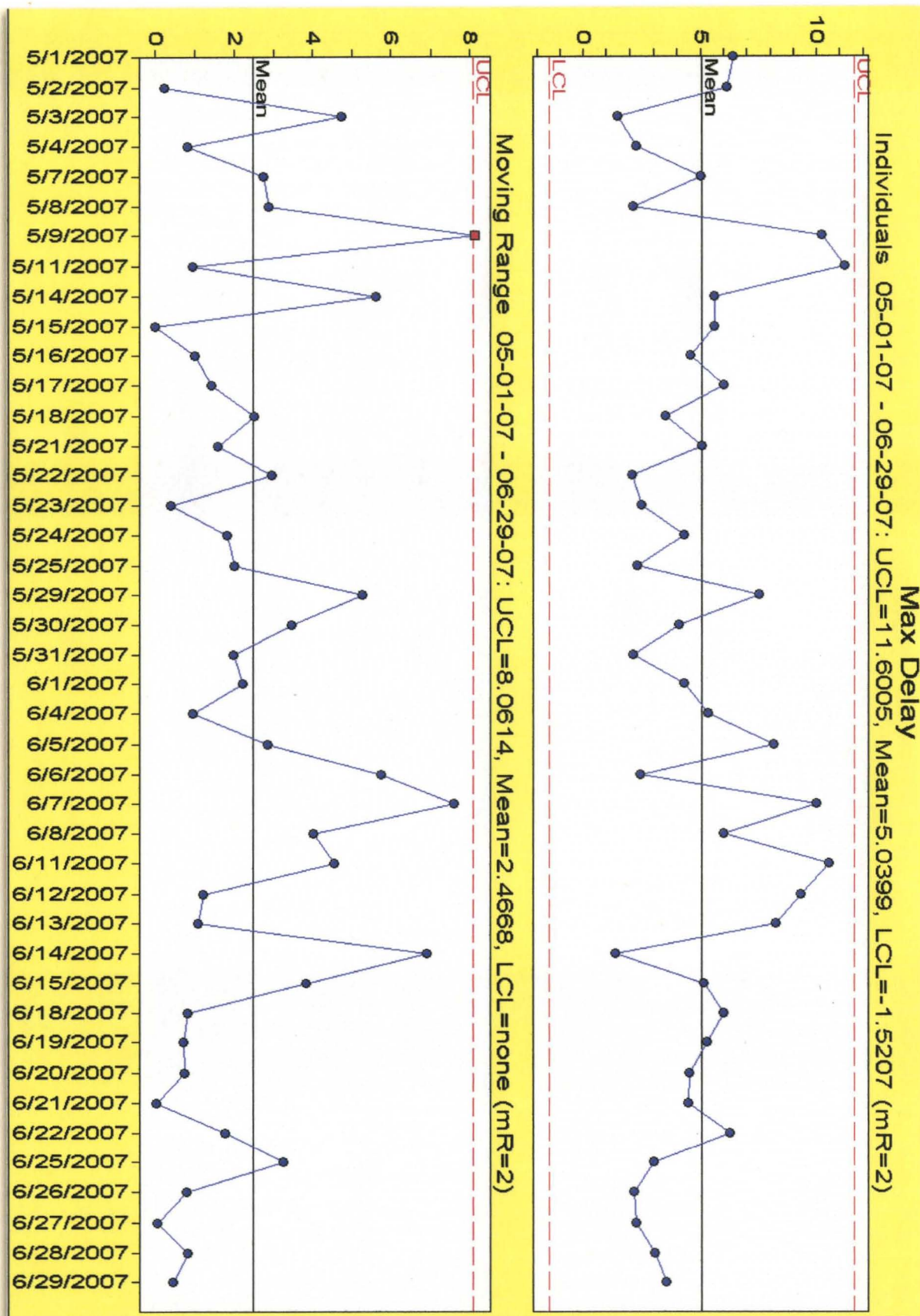
Abandon Calls

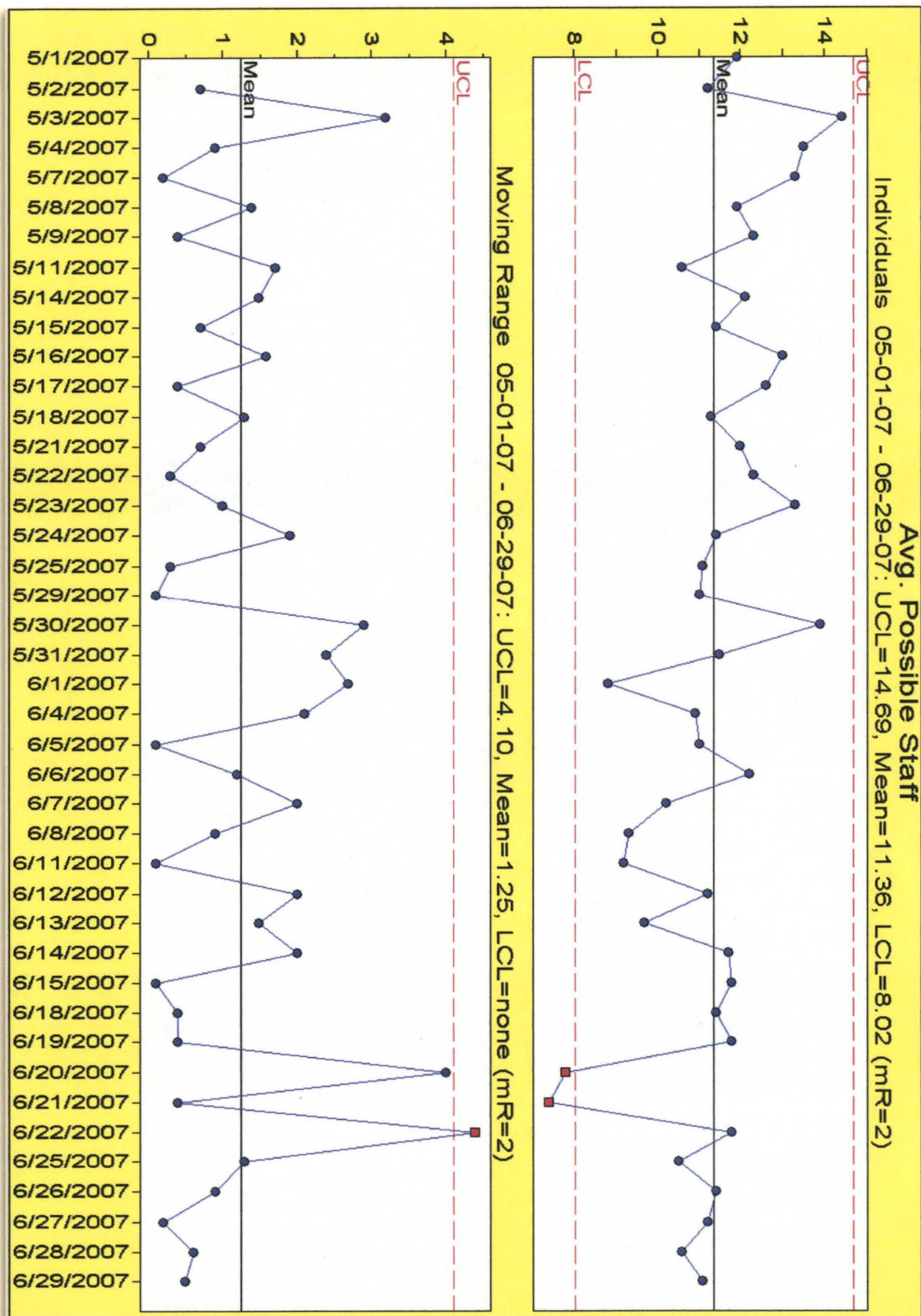
Individuals 05-01-07 - 06-29-07: UCL=61.0, Mean=20.4, LCL=-20.3 (mR=2)



Moving Range 05-01-07 - 06-29-07: UCL=50.0, Mean=15.3, LCL=none (mR=2)







		Avg. Speed to Ans		ACD Calls		Abandon Calls		Max Delay		Avg. Possible Staff	
#	Date	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range	Obs 1	Mov Range
1	5/1/2007	00.36		0593		0027		06.42		11.90	
2	5/2/2007	00.41	00.050	0553	0040.0	0032	0005.0	06.18	00.240	11.20	0.7000
3	5/3/2007	00.08	00.330	0426	0127.0	0005	0027.0	01.42	04.760	14.40	3.2000
4	5/4/2007	00.10	00.020	0444	0018.0	0005	0000.0	02.25	00.830	13.50	0.9000
5	5/7/2007	00.22	00.120	0559	0115.0	0023	0018.0	05.00	02.750	13.30	0.2000
6	5/8/2007	00.10	00.120	0492	0067.0	0007	0016.0	02.10	02.897	11.90	1.4000
7	5/9/2007	00.29	00.190	0532	0040.0	0015	0008.0	10.23	08.127	12.30	0.4000
8	5/11/2007	00.53	00.240	0591	0059.0	0048	0033.0	11.19	00.960	10.60	1.7000
9	5/14/2007	00.33	00.200	0602	0011.0	0027	0021.0	05.59	05.600	12.10	1.5000
10	5/15/2007	00.25	00.080	0506	0096.0	0013	0014.0	05.59	00.000	11.40	0.7000
11	5/16/2007	00.13	00.120	0475	0031.0	0010	0003.0	04.58	01.010	13.00	1.6000
12	5/17/2007	00.17	00.040	0355	0120.0	0006	0004.0	06.00	01.420	12.60	0.4000
13	5/18/2007	00.16	00.010	0442	0087.0	0002	0004.0	03.49	02.510	11.30	1.3000
14	5/21/2007	00.26	00.100	0549	0107.0	0023	0021.0	05.07	01.580	12.00	0.7000
15	5/22/2007	00.13	00.130	0556	0007.0	0012	0011.0	02.10	02.970	12.30	0.3000
16	5/23/2007	00.14	00.010	0550	0006.0	0006	0006.0	02.50	00.400	13.30	1.0000
17	5/24/2007	00.19	00.050	0589	0039.0	0013	0007.0	04.32	01.820	11.40	1.9000
18	5/25/2007	00.09	00.100	0454	0135.0	0006	0007.0	02.29	02.030	11.10	0.3000
19	5/29/2007	00.46	00.370	0607	0153.0	0047	0041.0	07.55	05.260	11.00	0.1000
20	5/30/2007	00.27	00.190	0606	0001.0	0022	0025.0	04.08	03.470	13.90	2.9000
21	5/31/2007	00.11	00.160	0520	0086.0	0009	0013.0	02.10	01.977	11.50	2.4000
22	6/1/2007	00.52	00.410	0587	0067.0	0038	0029.0	04.34	02.237	8.80	2.7000
23	6/4/2007	00.42	00.100	0725	0138.0	0055	0017.0	05.31	00.970	10.90	2.1000
24	6/5/2007	01.05	00.630	0801	0076.0	0064	0009.0	08.17	02.860	11.00	0.1000
25	6/6/2007	00.17	00.880	0725	0076.0	0023	0041.0	02.43	05.740	12.20	1.2000
26	6/7/2007	01.08	00.910	0541	0184.0	0059	0036.0	10.02	07.590	10.20	2.0000
27	6/8/2007	00.23	00.850	0511	0030.0	0016	0043.0	06.00	04.020	9.30	0.9000
28	6/11/2007	01.03	00.800	0711	0200.0	0066	0050.0	10.55	04.550	9.20	0.1000
29	6/12/2007	00.33	00.700	0533	0178.0	0028	0038.0	09.33	01.220	11.20	2.0000
30	6/13/2007	00.34	00.010	0467	0066.0	0019	0009.0	08.26	01.070	9.70	1.5000
31	6/14/2007	00.09	00.250	0493	0026.0	0004	0015.0	01.34	06.920	11.70	2.0000
32	6/15/2007	00.21	00.120	0455	0038.0	0013	0009.0	05.18	03.840	11.80	0.1000
33	6/18/2007	00.23	00.020	0595	0140.0	0019	0006.0	06.00	00.820	11.40	0.4000
34	6/19/2007	00.31	00.080	0491	0104.0	0020	0001.0	05.28	00.720	11.80	0.4000
35	6/20/2007	00.20	00.110	0507	0016.0	0010	0010.0	04.53	00.750	7.80	4.0000
36	6/21/2007	00.14	00.060	0436	0071.0	0012	0002.0	04.51	00.020	7.40	0.4000
37	6/22/2007	00.20	00.060	0354	0082.0	0008	0004.0	06.28	01.770	11.80	4.4000
38	6/25/2007	00.18	00.020	0476	0122.0	0013	0005.0	03.01	03.270	10.50	1.3000
39	6/26/2007	00.14	00.040	0434	0042.0	0009	0004.0	02.20	00.810	11.40	0.9000
40	6/27/2007	00.11	00.030	0375	0059.0	0003	0006.0	02.25	00.050	11.20	0.2000
41	6/28/2007	00.13	00.020	0318	0057.0	0006	0003.0	03.08	00.830	10.60	0.6000
42	6/29/2007	00.14	00.010	0341	0023.0	0012	0006.0	03.55	00.470	11.10	0.5000

CONTACT CENTER

BUSINESS LINE

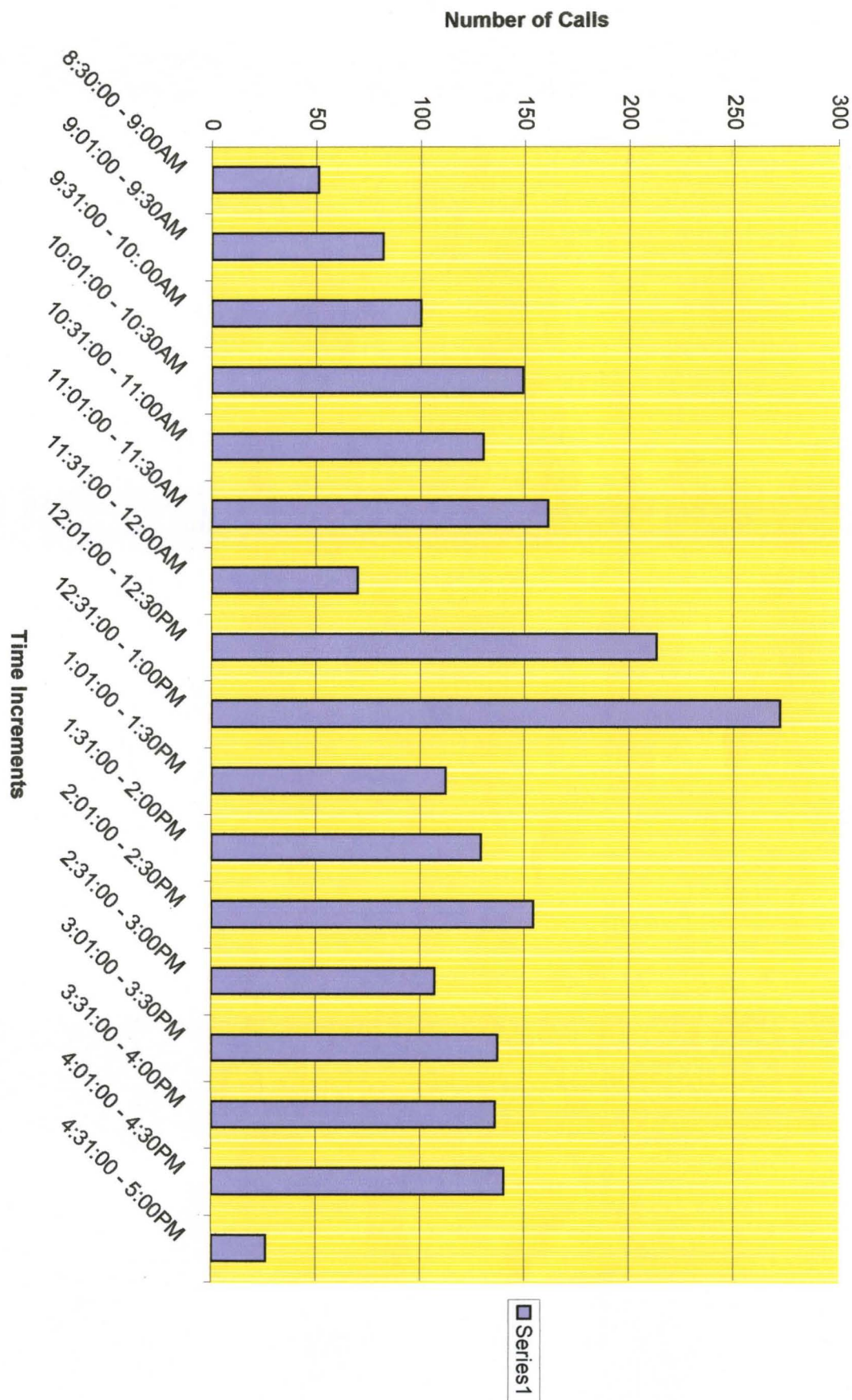
TIME INCREMENT

STATISTICS

AND

CHARTS

CC Bus Aband Call Distribution



CC - Business	ABANDONED CALLS							
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007
8:30:00 - 9:00AM	3	3	1	0	2	0	0	13
9:01:00 - 9:30AM	0	11	0	0	3	1	1	11
9:31:00 - 10:00AM	0	6	2	1	1	0	0	19
10:01:00 - 10:30AM	3	2	1	4	0	0	0	12
10:31:00 - 11:00AM	7	9	1	3	2	1	0	9
11:01:00 - 11:30AM	11	3	0	0	3	2	3	13
11:31:00 - 12:00AM	10	2	0	0	0	1	0	3
12:01:00 - 12:30PM	5	2	0	2	4	1	0	13
12:31:00 - 1:00PM	6	11	0	2	6	3	1	1
1:01:00 - 1:30PM	3	5	0	2	1	0	0	2
1:31:00 - 2:00PM	4	0	1	0	0	2	1	4
2:01:00 - 2:30PM	6	6	1	1	1	0	4	8
2:31:00 - 3:00PM	8	0	2	0	2	1	4	6
3:01:00 - 3:30PM	0	10	2	1	3	5	0	1
3:31:00 - 4:00PM	1	3	1	2	1	0	3	5
4:01:00 - 4:30PM	3	2	1	1	0	2	6	1
4:31:00 - 5:00PM	2	1	0	0	0	1	0	1

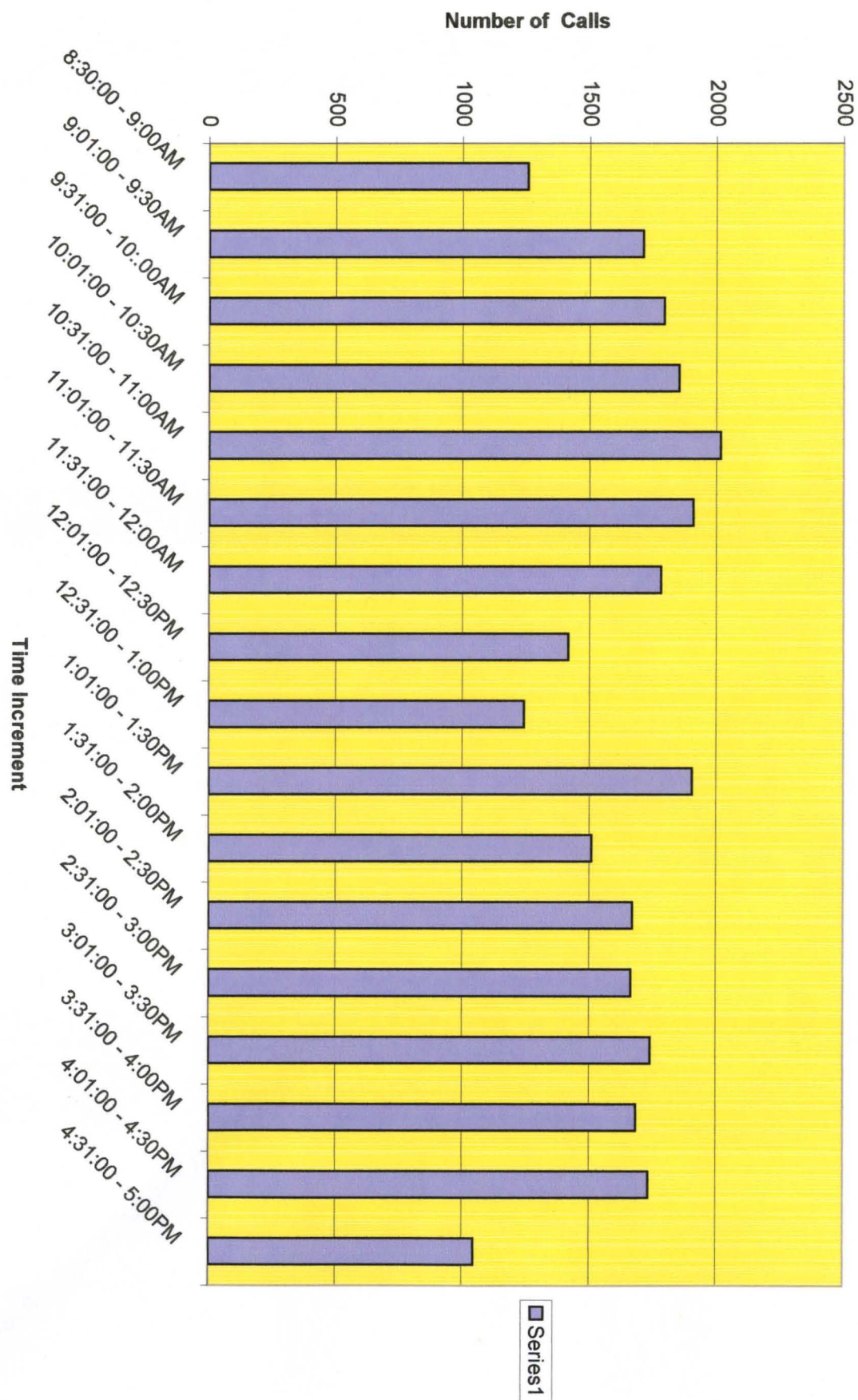
5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
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1	0	3	0	3	0	1
2	0	2	3	1	3	3
4	2	0	0	1	1	1
4	4	1	0	0	4	0
0	1	2	2	3	1	0
4	2	7	0	3	0	4
6	9	3	0	3	10	6
2	9	0	0	1	2	0
12	2	0	1	1	6	1
2	0	0	2	1	1	3
3	2	1	2	0	1	1
3	3	0	2	3	0	0
2	2	1	3	2	2	2
6	3	1	3	3	1	3
3	0	0	0	1	0	1

5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007
0	0	0	0	0	1	1	4	1	2	0	2	0	
0	0	1	5	0	0	14	4	1	1	1	2	0	
1	0	2	3	5	2	3	2	0	2	12	5	1	
1	3	0	2	14	0	4	15	5	3	7	5	13	
0	4	1	1	2	3	9	9	3	2	7	4	7	
0	0	2	3	7	6	6	17	5	4	11	7	8	
0	0	0	8	5	0	4	1	0	4	5	1	1	
1	4	1	3	5	4	11	4	1	5	12	5	12	
3	3	2	7	7	4	7	10	14	7	11	9	11	
1	0	0	6	0	0	3	3	2	4	10	2	12	
3	0	0	8	1	3	0	3	17	5	5	2	4	
3	3	0	12	7	1	3	6	11	0	5	0	6	
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0	2	0	2	0	2	8	6	8	9	9	3	11	
1	0	1	10	2	2	5	12	19	1	6	5	4	
0	0	2	9	1	1	7	7	10	5	4	2	3	
1	1	0	0	0	0	0	2	2	1	0	0	1	

6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
1	4	1	2	0	2	0	0	5	1	0
14	4	1	1	1	2	0	2	2	3	0
3	2	0	2	12	5	1	2	3	1	0
4	15	5	3	7	5	13	3	2	5	5
9	9	3	2	7	4	7	4	4	0	1
6	17	5	4	11	7	8	6	3	1	3
4	1	0	4	5	1	1	0	1	2	2
11	4	1	5	12	5	12	6	18	0	4
7	10	14	7	11	9	11	17	9	0	4
3	3	2	4	10	2	12	14	1	1	0
0	3	17	5	5	2	4	1	5	0	2
3	6	11	0	5	0	6	1	8	2	2
4	3	10	2	5	0	6	3	0	0	0
8	6	8	9	9	3	11	3	6	0	0
5	12	19	1	6	5	4	4	3	6	2
7	7	10	5	4	2	3	15	11	0	3
0	2	2	1	0	0	1	1	1	0	0

6/18/2007	6/19/2007	6/20/2007	6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	
2	0	0	0	0	0	0	1	0	5	51
4	3	1	2	0	0	0	0	0	4	82
0	9	2	0	0	1	1	0	1	5	100
6	2	5	0	0	1	1	0	1	10	149
1	4	4	3	0	0	1	1	4	10	130
3	4	0	2	0	1	1	1	2	10	161
3	0	0	1	1	1	1	1	1	2	70
8	13	16	1	9	12	6	4	0	1	213
0	12	9	2	7	16	5	6	16	7	272
0	6	1	4	3	4	2	1	1	4	112
0	4	2	6	4	9	1	1	6	2	129
3	6	10	1	6	5	1	0	15	1	154
5	1	12	2	1	5	0	1	5	1	107
3	2	3	4	0	8	2	1	9	3	137
9	1	2	2	0	4	0	0	3	2	136
6	1	2	8	0	2	0	1	4	0	140
0	0	2	2	0	1	0	0	1	0	26

CC Bus ACD Call Distribution



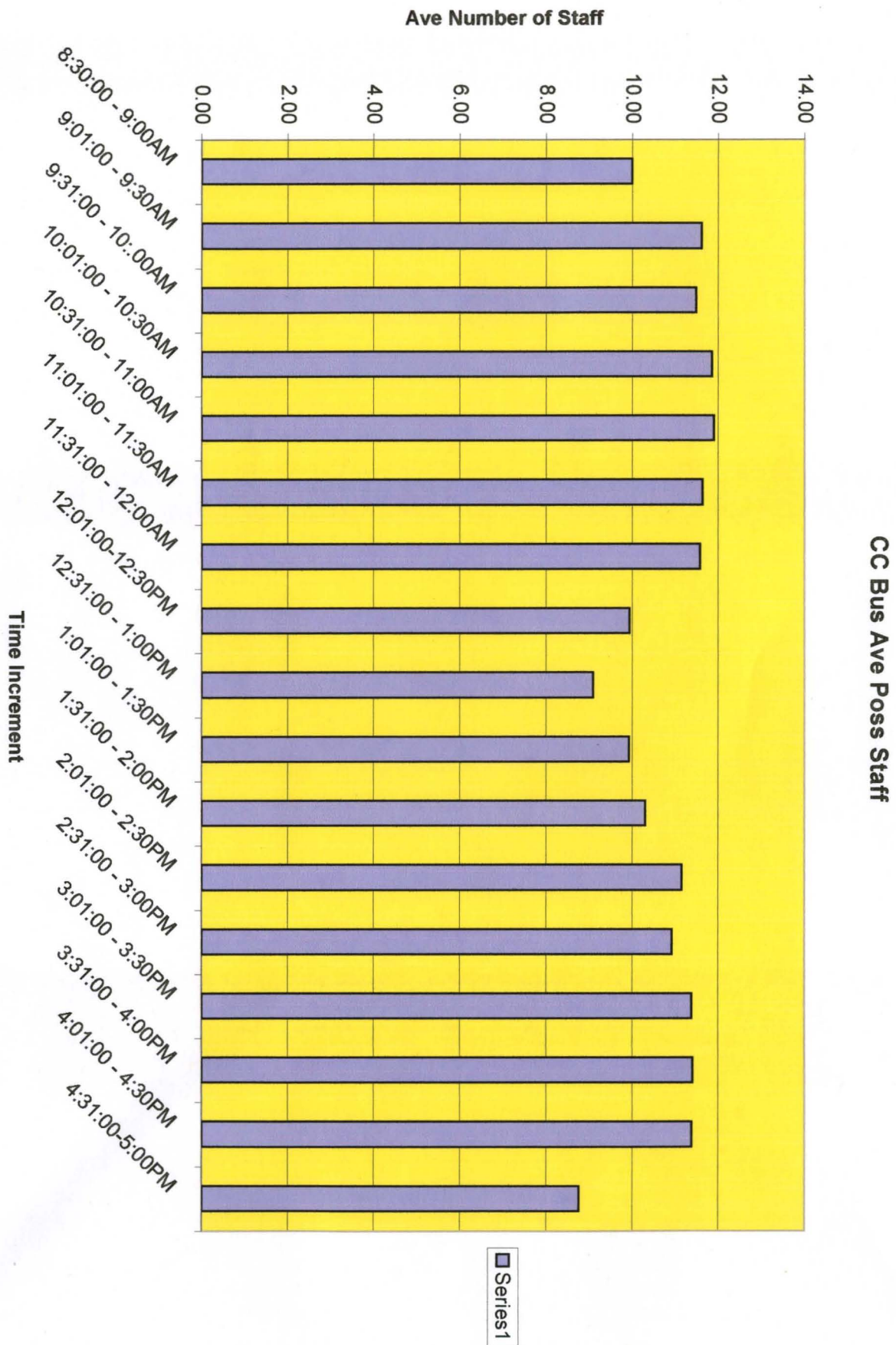
CC - Business	ACD calls												
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007
8:30:00 - 9:00AM	50	29	30	19	24	20	26	35	28	28	20	32	
9:01:00 - 9:30AM	52	42	35	42	48	40	36	52	42	39	40	39	
9:31:00 - 10:00AM	42	56	39	32	37	36	36	45	42	37	43	43	
10:01:00 - 10:30AM	55	40	29	35	37	38	34	57	47	46	40	51	
10:31:00 - 11:00AM	52	41	32	33	46	40	52	54	35	53	43	59	
11:01:00 - 11:30AM	48	47	26	25	41	36	20	45	36	49	44	45	
11:31:00 - 12:00AM	45	42	40	30	43	32	53	41	40	54	28	28	
12:01:00 - 12:30PM	42	31	37	29	48	27	29	22	43	31	30	3	
12:31:00 - 1:00PM	28	33	29	29	32	19	35	28	41	19	20	1	
1:01:00 - 1:30PM	33	37	40	39	28	28	36	41	35	34	21	1	
1:31:00 - 2:00PM	51	37	24	28	24	21	36	27	34	40	28	1	
2:01:00 - 2:30PM	48	26	33	35	27	48	39	37	46	33	44	49	
2:31:00 - 3:00PM	33	34	40	31	40	41	46	43	52	27	34	47	
3:01:00 - 3:30PM	50	30	40	29	35	39	41	39	49	36	42	59	
3:31:00 - 4:00PM	34	39	40	28	48	26	41	42	46	44	47	46	
4:01:00 - 4:30PM	52	51	38	32	42	33	28	28	32	49	46	47	
4:31:00 - 5:00PM	31	25	39	19	26	28	15	24	26	18	26	36	

1/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
29	30	19	24	20	26	35	28	28	20	32	27	21	30
42	35	42	48	40	36	52	42	39	40	39	35	42	27
56	39	32	37	36	36	45	42	37	43	43	45	40	34
40	29	35	37	38	34	57	47	46	40	51	30	40	38
41	32	33	46	40	52	54	35	53	43	59	42	47	56
47	26	25	41	36	20	45	36	49	44	45	39	54	41
42	40	30	43	32	53	41	40	54	28	28	35	49	29
31	37	29	48	27	29	22	43	31	30	3	35	41	26
33	29	29	32	19	35	28	41	19	20	1	26	34	36
37	40	39	28	28	36	41	35	34	21	1	31	38	31
37	24	28	24	21	36	27	34	40	28	1	27	47	29
26	33	35	27	48	39	37	46	33	44	49	29	52	38
34	40	31	40	41	46	43	52	27	34	47	21	47	35
30	40	29	35	39	41	39	49	36	42	59	31	33	36
39	40	28	48	26	41	42	46	44	47	46	49	39	37
51	38	32	42	33	28	28	32	49	46	47	36	45	37
25	39	19	26	28	15	24	26	18	26	36	13	19	29

5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007
16	13	22	30	32	31	39	47	35
41	31	16	51	43	40	49	42	51
28	26	26	51	50	45	67	36	53
29	31	29	41	50	35	64	57	55
38	44	32	45	55	38	62	55	59
36	29	34	51	49	51	67	53	56
25	36	30	48	46	11	53	54	38
34	21	27	31	47	3	39	36	44
37	21	21	35	42	48	32	22	44
20	27	23	34	32	39	44	44	68
27	30	37	43	48	46	43	35	46
25	33	21	40	39	57	40	37	45
27	48	29	52	47	51	30	45	46
32	43	24	38	37	53	44	52	47
41	32	24	38	34	39	33	53	38
42	24	24	53	54	51	24	49	43
15	17	4	32	24	35	22	27	36

6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
31	32	34	31	31	40	41	25
55	34	31	29	39	40	47	38
51	43	35	33	52	40	37	41
43	37	48	50	48	44	46	47
52	49	48	35	40	48	59	45
50	36	42	53	54	54	59	42
50	68	44	31	47	34	43	45
44	31	35	25	36	27	40	32
32	15	20	22	23	20	33	25
40	27	37	33	34	31	23	37
41	34	18	27	41	33	38	35
44	41	39	37	46	26	34	32
44	27	25	34	53	27	28	23
38	20	41	38	50	48	40	46
51	37	32	34	38	35	40	32
42	42	47	41	43	39	47	24
28	22	23	27	21	38	27	19

6/18/2007	6/19/2007	6/20/2007	6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	
20	25	25	18	40	24	30	42	32	52	1257
46	46	24	35	37	37	55	42	39	62	1711
44	57	46	28	55	51	48	49	46	49	1794
56	57	58	31	37	49	54	50	34	55	1852
57	61	64	46	57	49	43	47	47	55	2015
63	54	44	47	51	47	38	44	48	61	1909
46	62	52	50	42	53	30	50	50	54	1781
32	39	19	48	34	40	51	46	45	36	1416
35	39	34	38	27	34	21	40	33	39	1242
36	33	41	29	38	34	43	35	34	515	1904
45	50	54	48	35	35	30	42	46	48	1509
42	51	44	54	42	51	36	28	54	48	1670
48	35	56	50	37	40	38	38	67	48	1664
45	54	60	41	37	43	30	38	55	57	1740
51	61	40	42	40	36	33	43	45	57	1685
40	42	41	61	40	47	33	43	62	38	1732
25	34	35	32	15	22	24	25	25	16	1044



CC - Business Tax	MaximumAvg possible staff												
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007
8:30:00 - 9:00AM	9.4	10.3	11.5	12	11.2	9.8	12.5	9.2	9.6	10	11.6	12.5	9
9:01:00 - 9:30AM	11.7	12.9	14	14.3	13	11.6	13.9	10.8	11	12	13	14	9
9:31:00 - 10:00AM	13.1	12.7	14	15	14	12	13.6	10	12.3	12.1	13	13.4	9
10:01:00 - 10:30AM	14	12.5	14	14.4	15	12.8	14.5	10	12.4	12	12.5	13.8	10
10:31:00 - 11:00AM	13.5	12	14.3	14.8	14.4	14	15	10	12.6	11.9	13	13.7	10
11:01:00 - 11:30AM	12.2	12.4	15	14.7	15	12.4	9.4	9.7	11.9	11.6	13	13.4	10
11:31:00 - 12:00AM	13	11.7	14.8	13.5	14.9	13.3	13.9	8.8	12.6	11	12	11.6	11
12:01:00-12:30PM	11.7	11.9	13.1	12.1	13.2	11.3	13.1	8.4	11	10	10.4	0	
12:31:00 - 1:00PM	11.1	9.9	11.4	11.3	12.2	11	11.9	9.1	9.1	9.2	9	0	10
1:01:00 - 1:30PM	11.7	9.3	12.8	13.1	12.8	12.5	10.9	10	9.9	8.9	10.9	0	9
1:31:00 - 2:00PM	12.6	10	13.9	13	13	13.1	11	10	10.9	9.6	10.9	0	10
2:01:00 - 2:30PM	12.2	10	15	13	13.5	13.6	11	10	12	11.9	12	12.9	
2:31:00 - 3:00PM	10.5	9.9	13.9	13	13.7	13.9	10.3	10	11.3	11	11.1	14	11
3:01:00 - 3:30PM	11.5	11.3	14.3	13	14.9	13.8	12.6	10	11.5	11.6	11	14	
3:31:00 - 4:00PM	10.5	10.8	14.5	13.8	14.8	13.5	12.9	9.9	12	11.9	11	13.1	11
4:01:00 - 4:30PM	11	11	15	14	15	14	12	9	12	12	10.5	12.2	
4:31:00-5:00PM	7.9	7.9	12.2	8.7	12.6	11.3	10.6	5.1	8.5	9.2	7.6	10	8

possible staff

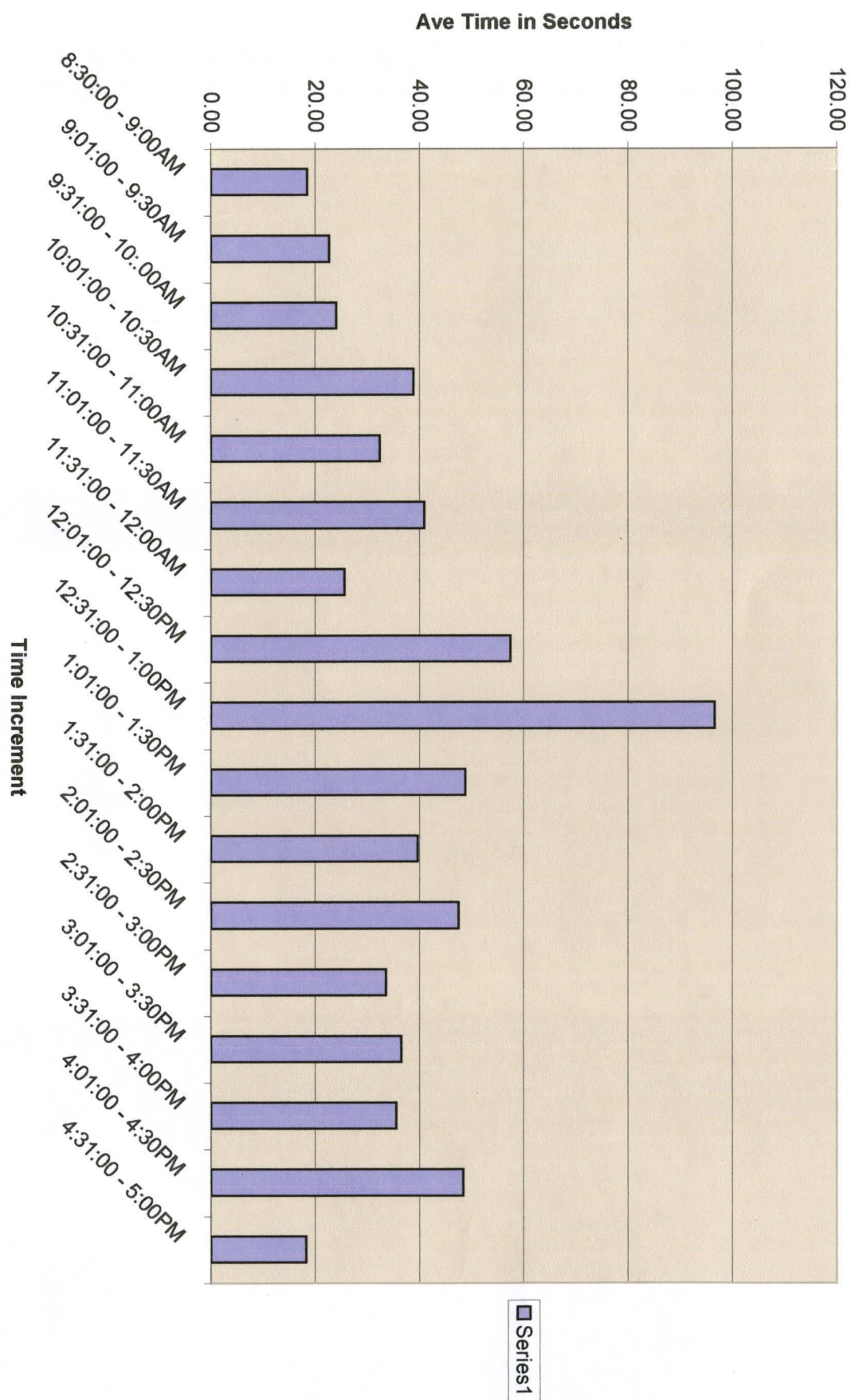
2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
10.3	11.5	12	11.2	9.8	12.5	9.2	9.6	10	11.6	12.5	9.5	10.3	9.4
12.9	14	14.3	13	11.6	13.9	10.8	11	12	13	14	9.8	13.1	12.2
12.7	14	15	14	12	13.6	10	12.3	12.1	13	13.4	9.8	12.3	12.9
12.5	14	14.4	15	12.8	14.5	10	12.4	12	12.5	13.8	10.1	12.8	13
12	14.3	14.8	14.4	14	15	10	12.6	11.9	13	13.7	10.6	12.1	12.7
12.4	15	14.7	15	12.4	9.4	9.7	11.9	11.6	13	13.4	10.6	12.4	12.7
11.7	14.8	13.5	14.9	13.3	13.9	8.8	12.6	11	12	11.6	11.3	12	12.6
11.9	13.1	12.1	13.2	11.3	13.1	8.4	11	10	10.4	0	11	11.7	9.9
9.9	11.4	11.3	12.2	11	11.9	9.1	9.1	9.2	9	0	10.2	11.1	8.4
9.3	12.8	13.1	12.8	12.5	10.9	10	9.9	8.9	10.9	0	9.9	11.9	10.9
10	13.9	13	13	13.1	11	10	10.9	9.6	10.9	0	10.4	12.3	11.6
10	15	13	13.5	13.6	11	10	12	11.9	12	12.9	12	13.4	13
9.9	13.9	13	13.7	13.9	10.3	10	11.3	11	11.1	14	11.7	13.1	12.2
11.3	14.3	13	14.9	13.8	12.6	10	11.5	11.6	11	14	12	13.2	11.7
10.8	14.5	13.8	14.8	13.5	12.9	9.9	12	11.9	11	13.1	11.4	12.6	11.2
11	15	14	15	14	12	9	12	12	10.5	12.2	12	13.4	11.5
7.9	12.2	8.7	12.6	11.3	10.6	5.1	8.5	9.2	7.6	10	8.3	9	9.6

5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007
11.4	11.2	7.81	9	10.7	8.9	8.4	10	9.7	11.5	9.5	7.9	7.2	9.7	
13.3	12	10	10.8	13.9	11	9	11.9	11	13	10.4	8	9	11	
13.6	10.8	10	11.4	14	1.6	9	11.2	10.7	12.4	11	8	9.5	11	
14	11.8	10.5	11.7	14	11	9.2	12	10.8	13	10.7	8	9.4	11	
13.7	12	11	11.7	14	10.5	9	11.5	11	12.6	11	7.2	10	10.6	
13.2	12	10.9	11.5	13.4	10	8.8	11.5	10.4	12.7	10.7	7.4	9.7	10.8	
13.9	11.1	10	10	14.7	9.9	8.2	11.9	10.9	12.6	10.4	7.9	9.9	11	
12.2	9.2	9.1	10.1	14	8.2	7.2	9.2	8.9	11.4	9.9	4.8	8.3	10.3	
11.8	9	10	9.1	12.8	9	6.8	8.1	9	11.2	9	4	8.2	9.1	
12	10.9	11	9.9	11.8	10.9	9	10.4	11	10	8.9	5.9	8.6	9	
12	9.6	11	10.1	12	11.3	9.9	11.3	11	10	9.7	6.5	9	9.8	
12	10.1	10.9	10.1	12	12.6	10	10.6	11	9.5	10.2	8	10	11	
12.3	9.1	10	11	12	12.1	9	10.8	12	10.2	9.9	8	9.1	11	
13.9	9.3	10	11	14.7	13	8	11	11.8	12.8	9.1	8	9	10.5	
14	11	10	11.6	14.4	12.7	7.7	11.3	11.9	13	9.6	8	9.1	11	
13	11	10	11.9	13.2	12.7	8	11.9	12	13	9	8	10	11	
10.4	7.8	7.8	9.7	9.9	8.9	6.1	10.3	10.1	10.5	7.2	5.58	7.2	8.9	

/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
9	10.7	8.9	8.4	10	9.7	11.5	9.5	7.9	7.2	9.7	7.3	11.8	10.2
10.8	13.9	11	9	11.9	11	13	10.4	8	9	11	9	13	12
11.4	14	1.6	9	11.2	10.7	12.4	11	8	9.5	11	9	11.5	12
11.7	14	11	9.2	12	10.8	13	10.7	8	9.4	11	9	11.4	11.5
11.7	14	10.5	9	11.5	11	12.6	11	7.2	10	10.6	9.9	12.6	11.3
11.5	13.4	10	8.8	11.5	10.4	12.7	10.7	7.4	9.7	10.8	9.7	13	10
10	14.7	9.9	8.2	11.9	10.9	12.6	10.4	7.9	9.9	11	9.6	12.7	10.9
10.1	14	8.2	7.2	9.2	8.9	11.4	9.9	4.8	8.3	10.3	8.3	12.9	9.4
9.1	12.8	9	6.8	8.1	9	11.2	9	4	8.2	9.1	6.2	12.1	8.3
9.9	11.8	10.9	9	10.4	11	10	8.9	5.9	8.6	9	7.9	10	9.9
10.1	12	11.3	9.9	11.3	11	10	9.7	6.5	9	9.8	8.5	10	9.6
10.1	12	12.6	10	10.6	11	9.5	10.2	8	10	11	9	10	9
11	12	12.1	9	10.8	12	10.2	9.9	8	9.1	11	9	10.3	8.6
11	14.7	13	8	11	11.8	12.8	9.1	8	9	10.5	9	11.9	10.5
11.6	14.4	12.7	7.7	11.3	11.9	13	9.6	8	9.1	11	9	11.6	9.6
11.9	13.2	12.7	8	11.9	12	13	9	8	10	11	9	11.4	8.7
9.7	9.9	8.9	6.1	10.3	10.1	10.5	7.2	5.58	7.2	8.9	7.6	9.2	7

6/18/2007	6/19/2007	6/20/2007	6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	Ave	
7.1	10.6	10.4	11.5	10	9.9	10.7	9.7	9.8	8.8	419.51	9.99
10.4	12	11.7	13	11.9	10.2	12	10.1	10	10.8	487.7	11.61
13	12	12	13	11.3	9.7	11.5	11.9	10	11	482.3	11.48
12	11.3	12	13	10.9	11	12	12	10	10.5	497.5	11.85
12.2	11.9	12	12.7	11.7	10.4	11.8	11.4	10.2	11	499.5	11.89
13	12	12	12	12	10.8	11	11.6	11	11	488.5	11.63
12.9	11.9	10.3	12.2	11.5	10	11	11.6	11	10.9	485.9	11.57
10.2	9.2	8	11	9.8	8	9.5	11.7	9.4	8.2	417.2	9.93
9.7	8.3	8	9.8	8.3	7.2	8	9	7.5	7.2	381.6	9.09
10.8	9.9	9	11	9.6	8.5	9.8	8.9	8	8.6	416.7	9.92
11.8	10.9	9	11	10.4	9	10	9	8.6	9.4	432.7	10.30
12.7	12	9	11.3	11.2	9	12	9	9.9	10.8	468.4	11.15
11.6	12	9.9	11.5	10.9	9	11.5	9.3	9.3	9.8	458.8	10.92
11.7	12	11.3	12	11	8	12	11.8	9	9.2	477.9	11.38
11.6	12	12.7	10.2	11	8	12	12	10	10	478.9	11.40
11.9	11.9	12.8	11	11	8	12	12	9.1	9.9	478	11.38
10.3	9.8	10.9	7.7	7	6.3	10.3	8.7	8.5	5.4	367.58	8.75

CC Bus Ave Speed Answered



CC - Business	avg spd answered												
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2
8:30:00 - 9:00AM	42	34	30	8	17	7	9	126	24	9	10	7	
9:01:00 - 9:30AM	18	84	9	9	19	7	8	119	45	9	9	8	
9:31:00 - 10:00AM	13	94	8	8	31	9	6	149	10	10	26	10	
10:01:00 - 10:30AM	13	17	9	21	10	10	8	130	18	26	14	49	
10:31:00 - 11:00AM	44	24	13	16	12	11	8	116	67	13	11	16	
11:01:00 - 11:30AM	81	12	10	9	24	24	64	151	42	56	34	11	
11:31:00 - 12:00AM	97	13	8	9	15	9	39	40	9	25	8	7	
12:01:00 - 12:30PM	49	51	7	11	55	27	11	276	61	18	31	59	
12:31:00 - 1:00PM	102	106	8	10	80	66	9	106	56	60	94	1	
1:01:00 - 1:30PM	41	61	11	49	15	33	39	23	38	128	24	1	
1:31:00 - 2:00PM	31	24	14	52	8	17	8	9	88	52	8	1	
2:01:00 - 2:30PM	63	95	11	30	10	13	11	143	37	22	9	38	
2:31:00 - 3:00PM	72	75	17	9	21	18	41	75	32	9	17	14	
3:01:00 - 3:30PM	14	100	8	10	47	11	23	11	49	14	19	37	
3:31:00 - 4:00PM	11	80	7	6	22	24	33	13	19	49	9	57	
4:01:00 - 4:30PM	16	42	9	8	25	14	61	19	77	19	21	33	
4:31:00 - 5:00PM	49	55	12	7	7	26	9	11	26	7	8	6	

red

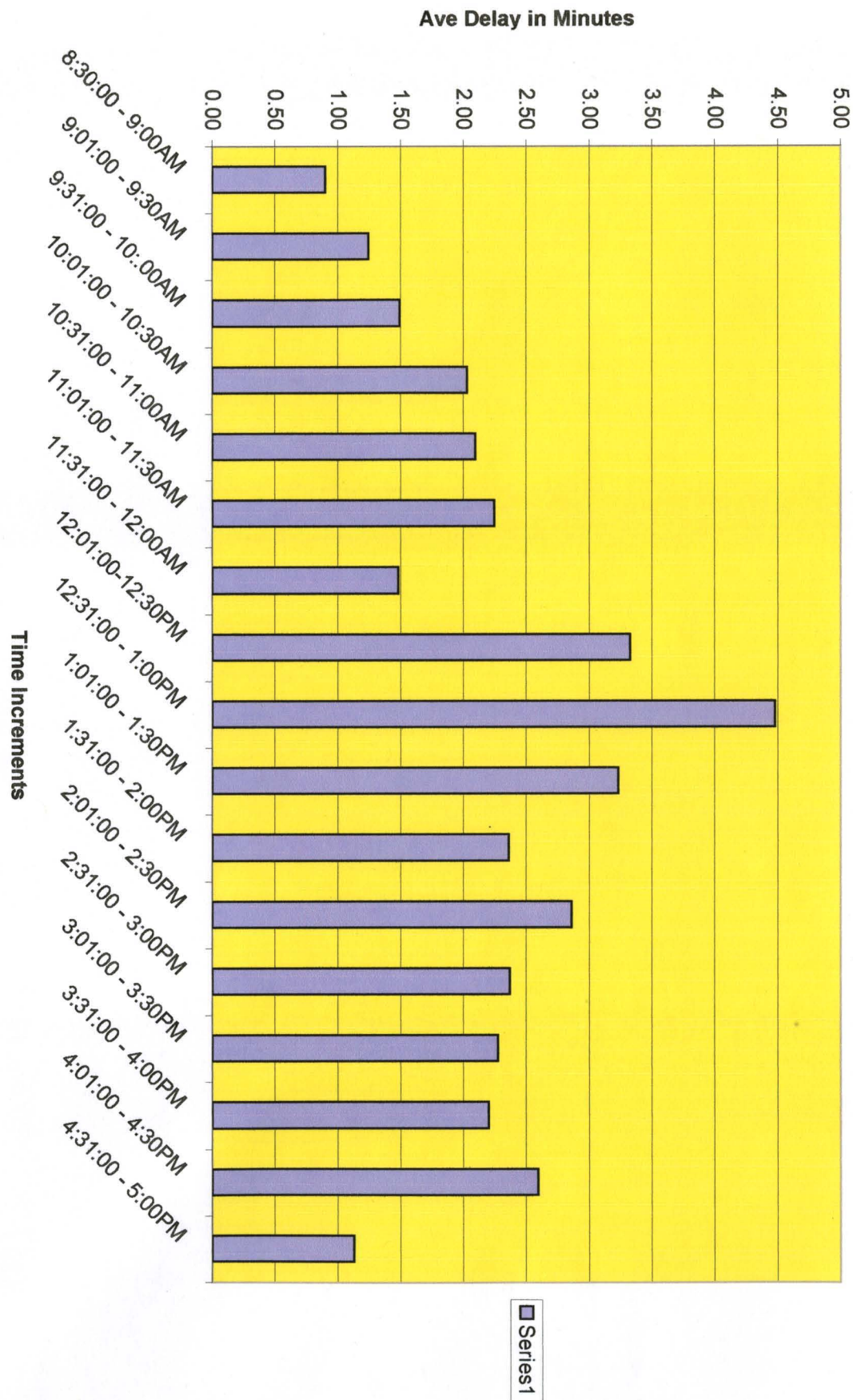
'2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
34	30	8	17	7	9	126	24	9	10	7	8	15	10
84	9	9	19	7	8	119	45	9	9	8	13	7	11
94	8	8	31	9	6	149	10	10	26	10	31	6	6
17	9	21	10	10	8	130	18	26	14	49	15	14	28
24	13	16	12	11	8	116	67	13	11	16	7	10	19
12	10	9	24	24	64	151	42	56	34	11	12	53	28
13	8	9	15	9	39	40	9	25	8	7	17	6	21
51	7	11	55	27	11	276	61	18	31	59	10	14	51
106	8	10	80	66	9	106	56	60	94	1	30	103	116
61	11	49	15	33	39	23	38	128	24	1	13	48	8
24	14	52	8	17	8	9	88	52	8	1	14	79	14
95	11	30	10	13	11	143	37	22	9	38	15	12	22
75	17	9	21	18	41	75	32	9	17	14	11	14	13
100	8	10	47	11	23	11	49	14	19	37	14	11	14
80	7	6	22	24	33	13	19	49	9	57	13	10	37
42	9	8	25	14	61	19	77	19	21	33	40	8	12
55	12	7	7	26	9	11	26	7	8	6	17	9	7

5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007
7	8	24	9	10	9	19	39	8	11	7	56	15	9	
8	7	6	36	7	14	135	46	13	14	29	67	11	23	
15	8	6	22	60	10	24	27	8	10	61	84	21	13	
10	22	9	25	110	24	67	107	12	16	132	75	110	13	
9	14	7	16	49	25	83	98	23	24	117	15	97	41	
19	12	11	19	81	36	83	117	16	28	111	75	61	49	
9	8	11	98	30	75	120	26	12	7	127	17	16	14	
28	61	42	25	73	71	150	65	11	48	110	47	120	68	
23	50	27	90	62	96	159	139	62	133	255	130	294	298	
12	8	16	162	68	17	33	115	31	99	162	31	154	139	
72	14	11	63	9	11	27	16	63	61	47	99	66	30	
23	13	12	98	70	10	51	85	148	55	101	61	106	25	
7	27	10	46	38	9	107	62	99	49	26	11	52	12	
8	38	8	12	9	27	67	47	148	26	185	22	131	18	
11	11	7	121	10	10	48	49	283	31	35	55	38	55	
7	29	13	206	19	32	131	152	152	43	57	36	46	150	
7	18	12	23	9	11	9	29	63	13	13	8	65	16	

	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
'	9	10	9	19	39	8	11	7	56	15	9	82	9	9
.	36	7	14	135	46	13	14	29	67	11	23	24	10	8
i	22	60	10	24	27	8	10	61	84	21	13	28	6	14
i	25	110	24	67	107	12	16	132	75	110	13	49	29	144
'	16	49	25	83	98	23	24	117	15	97	41	90	8	36
	19	81	36	83	117	16	28	111	75	61	49	30	16	32
	98	30	75	120	26	12	7	127	17	16	14	12	9	17
?	25	73	71	150	65	11	48	110	47	120	68	79	16	52
'	90	62	96	159	139	62	133	255	130	294	298	139	7	74
i	162	68	17	33	115	31	99	162	31	154	139	62	9	9
	63	9	11	27	16	63	61	47	99	66	30	87	11	11
?	98	70	10	51	85	148	55	101	61	106	25	76	8	16
)	46	38	9	107	62	99	49	26	11	52	12	7	9	8
i	12	9	27	67	47	148	26	185	22	131	18	40	8	10
'	121	10	10	48	49	283	31	35	55	38	55	26	27	23
i	206	19	32	131	152	152	43	57	36	46	150	162	50	22
?	23	9	11	9	29	63	13	13	8	65	16	50	14	8

6/18/2007	6/19/2007	6/20/2007	6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	Ave	
13	9	7	9	12	7	7	7	8	9	775	18.45
22	12	11	9	10	10	8	9	8	20	952	22.67
13	63	8	10	12	10	8	16	20	14	1008	24.00
54	62	53	8	7	18	20	10	10	52	1630	38.81
12	19	34	12	14	9	14	19	17	71	1360	32.38
33	67	14	28	14	9	13	13	33	87	1718	40.90
12	43	7	22	8	11	9	12	8	12	1075	25.60
34	150	188	8	51	89	40	21	7	25	2410	57.38
56	130	206	13	104	177	90	54	131	109	4055	96.55
8	70	36	11	12	58	58	30	53	54	2049	48.79
11	85	17	46	49	226	18	13	45	39	1666	39.67
18	42	68	43	46	116	29	27	105	11	1994	47.48
38	68	68	21	13	40	10	22	38	75	1410	33.57
33	26	19	30	9	43	58	8	105	14	1531	36.45
45	19	18	35	13	37	8	10	59	18	1492	35.52
42	12	45	60	24	52	10	9	54	12	2031	48.36
21	8	24	14	11	31	8	8	11	7	767	18.26

CC Bus Maximum Delay



CC - Business Tax	Maximum Delay													
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	
8:30:00 - 9:00AM	2.09	1.2	1.43	0.18	1.4	0.2	0.2	5.12	2.05	0.38	0.46	0.21	0	
9:01:00 - 9:30AM	1.52	3.59	0.19	0.33	1.5	0.13	0.2	4.56	2.56	0.26	0.43	0.22	1	
9:31:00 - 10:00AM	2.21	4.31	0.2	0.2	2.28	0.59	0.2	5.03	0.41	1.1	2.21	0.41	1	
10:01:00 - 10:30AM	1.29	1.17	0.3	2.07	0.3	0.47	0.37	6.57	1.3	1.3	1.24	3.29	1	
10:31:00 - 11:00AM	4.04	1.53	1.5	1.06	0.57	1.12	0.43	5.23	4.14	1.29	0.58	2.57	0	
11:01:00 - 11:30AM	3.27	1.02	0.2	0.29	1.38	2.35	5.34	5.29	3.46	2.32	2.58	0.43	2	
11:31:00 - 12:00AM	3.43	1.17	0.2	0.31	1.21	0.2	6.47	3.49	1.07	2.11	0.21	0.23		
12:01:00-12:30PM	3.43	2.55	0.21	0.52	3.07	1.37	0.51	12.07	2.49	1.1	3.46	1.27		
12:31:00 - 1:00PM	4.26	3.35	0.2	0.34	4.13	4.1	1.15	6.05	3.29	4.35	4.43	0	1	
1:01:00 - 1:30PM	3.34	4.1	0.35	2.59	0.56	3.12	2.42	1.49	3.34	5.5	3.28	0	1	
1:31:00 - 2:00PM	5.2	1.43	0.56	3.27	0.2	2.52	0.37	0.56	3.35	3.29	0.28	1.06	0	
2:01:00 - 2:30PM	3.3	4.55	1.32	3.54	0.54	1.38	0.37	5.33	2.37	1.44	0.37	3.42	0	
2:31:00 - 3:00PM	4.56	5.55	1.1	1.18	2.21	1.4	2.46	3.47	1.55	0.28	2.17	1.03	1	
3:01:00 - 3:30PM	1.05	6.36	0.24	0.36	3.28	0.44	3.52	0.48	4.12	0.52	1.24	2.56	1	
3:31:00 - 4:00PM	1	5.15	0.21	0.21	3.38	2.08	2.3	1.05	1.26	3.42	1.31	3.06	0	
4:01:00 - 4:30PM	1.19	3.55	0.49	0.2	2.36	1.07	4.14	1.49	3.57	1.42	2.2	2.3	1	
4:31:00 - 5:00PM	3.33	2.34	0.56	0.15	0.2	2.05	0.31	1.15	2.31	0.21	0.23	0.21	1	

ay

5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
1.2	1.43	0.18	1.4	0.2	0.2	5.12	2.05	0.38	0.46	0.21	0.21	0.54	0.45
3.59	0.19	0.33	1.5	0.13	0.2	4.56	2.56	0.26	0.43	0.22	1.09	0.21	0.44
4.31	0.2	0.2	2.28	0.59	0.2	5.03	0.41	1.1	2.21	0.41	1.59	0.21	0.2
1.17	0.3	2.07	0.3	0.47	0.37	6.57	1.3	1.3	1.24	3.29	1.03	1.53	2.19
1.53	1.5	1.06	0.57	1.12	0.43	5.23	4.14	1.29	0.58	2.57	0.34	1.02	1.47
1.02	0.2	0.29	1.38	2.35	5.34	5.29	3.46	2.32	2.58	0.43	2.21	3.12	1.4
1.17	0.2	0.31	1.21	0.2	6.47	3.49	1.07	2.11	0.21	0.23	1.3	0.2	1.49
2.55	0.21	0.52	3.07	1.37	0.51	12.07	2.49	1.1	3.46	1.27	1.2	1.05	3.19
3.35	0.2	0.34	4.13	4.1	1.15	6.05	3.29	4.35	4.43	0	1.48	5.2	4.12
4.1	0.35	2.59	0.56	3.12	2.42	1.49	3.34	5.5	3.28	0	1.06	3.22	0.39
1.43	0.56	3.27	0.2	2.52	0.37	0.56	3.35	3.29	0.28	1.06	0.53	4.05	1.39
4.55	1.32	3.54	0.54	1.38	0.37	5.33	2.37	1.44	0.37	3.42	0.51	0.45	2.22
5.55	1.1	1.18	2.21	1.4	2.46	3.47	1.55	0.28	2.17	1.03	1.03	1.15	1.41
6.36	0.24	0.36	3.28	0.44	3.52	0.48	4.12	0.52	1.24	2.56	1.31	1.16	1.03
5.15	0.21	0.21	3.38	2.08	2.3	1.05	1.26	3.42	1.31	3.06	0.55	1.1	2.18
3.55	0.49	0.2	2.36	1.07	4.14	1.49	3.57	1.42	2.2	2.3	1.52	0.46	1.3
2.34	0.56	0.15	0.2	2.05	0.31	1.15	2.31	0.21	0.23	0.21	1.03	0.2	0.2

CC - Business Tax	Maximum Delay												
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007
8:30:00 - 9:00AM	2.09	1.2	1.43	0.18	1.4	0.2	0.2	5.12	2.05	0.38	0.46	0.21	0
9:01:00 - 9:30AM	1.52	3.59	0.19	0.33	1.5	0.13	0.2	4.56	2.56	0.26	0.43	0.22	1
9:31:00 - 10:00AM	2.21	4.31	0.2	0.2	2.28	0.59	0.2	5.03	0.41	1.1	2.21	0.41	1
10:01:00 - 10:30AM	1.29	1.17	0.3	2.07	0.3	0.47	0.37	6.57	1.3	1.3	1.24	3.29	1
10:31:00 - 11:00AM	4.04	1.53	1.5	1.06	0.57	1.12	0.43	5.23	4.14	1.29	0.58	2.57	0
11:01:00 - 11:30AM	3.27	1.02	0.2	0.29	1.38	2.35	5.34	5.29	3.46	2.32	2.58	0.43	2
11:31:00 - 12:00AM	3.43	1.17	0.2	0.31	1.21	0.2	6.47	3.49	1.07	2.11	0.21	0.23	
12:01:00-12:30PM	3.43	2.55	0.21	0.52	3.07	1.37	0.51	12.07	2.49	1.1	3.46	1.27	
12:31:00 - 1:00PM	4.26	3.35	0.2	0.34	4.13	4.1	1.15	6.05	3.29	4.35	4.43	0	1
1:01:00 - 1:30PM	3.34	4.1	0.35	2.59	0.56	3.12	2.42	1.49	3.34	5.5	3.28	0	1
1:31:00 - 2:00PM	5.2	1.43	0.56	3.27	0.2	2.52	0.37	0.56	3.35	3.29	0.28	1.06	0
2:01:00 - 2:30PM	3.3	4.55	1.32	3.54	0.54	1.38	0.37	5.33	2.37	1.44	0.37	3.42	0
2:31:00 - 3:00PM	4.56	5.55	1.1	1.18	2.21	1.4	2.46	3.47	1.55	0.28	2.17	1.03	1
3:01:00 - 3:30PM	1.05	6.36	0.24	0.36	3.28	0.44	3.52	0.48	4.12	0.52	1.24	2.56	1
3:31:00 - 4:00PM	1	5.15	0.21	0.21	3.38	2.08	2.3	1.05	1.26	3.42	1.31	3.06	0
4:01:00 - 4:30PM	1.19	3.55	0.49	0.2	2.36	1.07	4.14	1.49	3.57	1.42	2.2	2.3	1
4:31:00 - 5:00PM	3.33	2.34	0.56	0.15	0.2	2.05	0.31	1.15	2.31	0.21	0.23	0.21	1

Delay

5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
1.2	1.43	0.18	1.4	0.2	0.2	5.12	2.05	0.38	0.46	0.21	0.21	0.54	0.45
3.59	0.19	0.33	1.5	0.13	0.2	4.56	2.56	0.26	0.43	0.22	1.09	0.21	0.44
4.31	0.2	0.2	2.28	0.59	0.2	5.03	0.41	1.1	2.21	0.41	1.59	0.21	0.2
1.17	0.3	2.07	0.3	0.47	0.37	6.57	1.3	1.3	1.24	3.29	1.03	1.53	2.19
1.53	1.5	1.06	0.57	1.12	0.43	5.23	4.14	1.29	0.58	2.57	0.34	1.02	1.47
1.02	0.2	0.29	1.38	2.35	5.34	5.29	3.46	2.32	2.58	0.43	2.21	3.12	1.4
1.17	0.2	0.31	1.21	0.2	6.47	3.49	1.07	2.11	0.21	0.23	1.3	0.2	1.49
2.55	0.21	0.52	3.07	1.37	0.51	12.07	2.49	1.1	3.46	1.27	1.2	1.05	3.19
3.35	0.2	0.34	4.13	4.1	1.15	6.05	3.29	4.35	4.43	0	1.48	5.2	4.12
4.1	0.35	2.59	0.56	3.12	2.42	1.49	3.34	5.5	3.28	0	1.06	3.22	0.39
1.43	0.56	3.27	0.2	2.52	0.37	0.56	3.35	3.29	0.28	1.06	0.53	4.05	1.39
4.55	1.32	3.54	0.54	1.38	0.37	5.33	2.37	1.44	0.37	3.42	0.51	0.45	2.22
5.55	1.1	1.18	2.21	1.4	2.46	3.47	1.55	0.28	2.17	1.03	1.03	1.15	1.41
6.36	0.24	0.36	3.28	0.44	3.52	0.48	4.12	0.52	1.24	2.56	1.31	1.16	1.03
5.15	0.21	0.21	3.38	2.08	2.3	1.05	1.26	3.42	1.31	3.06	0.55	1.1	2.18
3.55	0.49	0.2	2.36	1.07	4.14	1.49	3.57	1.42	2.2	2.3	1.52	0.46	1.3
2.34	0.56	0.15	0.2	2.05	0.31	1.15	2.31	0.21	0.23	0.21	1.03	0.2	0.2

5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007
0.2	0.2	2.34	0.21	0.26	0.21	1.26	1.48	0.2	0.36	0.19	6.14	0.49	0.2	
0.21	0.19	0.15	2.49	0.21	1.11	5.14	2.2	1.35	1.11	3.16	4.07	1.13	2.53	
1.15	0.19	0.2	2.35	3.59	1.27	4.35	2.16	0.24	1.17	4.06	4.16	2.02	1.38	
0.3	1.41	0.4	1.16	3.44	2.07	4.5	3.52	1.11	1.54	4.27	3.35	4.59	1.02	
0.41	1.11	1.12	0.52	3.11	2.13	3.13	4.11	1.23	2.21	4.37	1.26	6.08	3.13	
2.07	0.48	0.43	1.13	2.51	2.16	3.33	3.58	1.38	2.4	5.14	3.16	3.04	3.08	
0.21	0.52	1.02	4.01	2.24	2.32	4	1.5	0.57	0.3	5.01	1.15	1.34	1.48	
2.08	4.05	2.25	2.03	4.25	3.24	5.33	4.21	0.34	2.37	7.49	4.5	8.22	4.08	
1.45	3.39	2.45	3.03	3.48	4.53	10.01	4.41	4.35	6.05	8.21	6.39	8.31	10.22	
1.15	0.21	1.23	5.01	4.32	2.36	2.39	7.05	3.36	5.56	6.09	2.24	7.45	10.36	
3.45	0.46	1.35	3.47	0.45	1.14	1.38	1.16	6.17	3.06	5.09	4.3	4.14	1.54	
2	1	1.17	5.33	4.12	0.51	3.28	5.23	6.33	3.46	4.13	6.05	4.24	2.48	
0.19	2.11	0.42	3.48	3.17	0.36	5.32	5.37	4.13	4.1	2	0.42	4	1.18	
0.38	2.28	0.2	1.02	0.39	2.5	3.29	3.34	6.06	2.28	10	2.52	5.43	1.04	
0.55	0.49	0.15	5.51	0.51	0.43	5.19	3.32	6.32	1.36	3.28	2.58	3.45	6.09	
0.21	1.54	1.14	6.41	2.01	2.36	4.32	4.44	5.09	3.51	4.2	4.02	4.48	7.28	
0.21	1.3	0.23	1.22	1.03	1.13	0.42	4.36	3.21	0.5	0.53	0.2	2.16	2.03	

/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
0.21	0.26	0.21	1.26	1.48	0.2	0.36	0.19	6.14	0.49	0.2	4.19	0.21	0.19
2.49	0.21	1.11	5.14	2.2	1.35	1.11	3.16	4.07	1.13	2.53	1.51	0.47	0.36
2.35	3.59	1.27	4.35	2.16	0.24	1.17	4.06	4.16	2.02	1.38	1.3	0.2	0.54
1.16	3.44	2.07	4.5	3.52	1.11	1.54	4.27	3.35	4.59	1.02	4.34	2.2	5.3
0.52	3.11	2.13	3.13	4.11	1.23	2.21	4.37	1.26	6.08	3.13	4.21	0.3	5.26
1.13	2.51	2.16	3.33	3.58	1.38	2.4	5.14	3.16	3.04	3.08	1.46	1.45	2.22
4.01	2.24	2.32	4	1.5	0.57	0.3	5.01	1.15	1.34	1.48	1.2	0.35	3.07
2.03	4.25	3.24	5.33	4.21	0.34	2.37	7.49	4.5	8.22	4.08	7.55	1.21	3.12
3.03	3.48	4.53	10.01	4.41	4.35	6.05	8.21	6.39	8.31	10.22	8.42	0.26	4.19
5.01	4.32	2.36	2.39	7.05	3.36	5.56	6.09	2.24	7.45	10.36	6.47	1.19	0.24
3.47	0.45	1.14	1.38	1.16	6.17	3.06	5.09	4.3	4.14	1.54	3.51	1.36	0.39
5.33	4.12	0.51	3.28	5.23	6.33	3.46	4.13	6.05	4.24	2.48	4.09	0.16	1.19
3.48	3.17	0.36	5.32	5.37	4.13	4.1	2	0.42	4	1.18	0.3	0.39	0.14
1.02	0.39	2.5	3.29	3.34	6.06	2.28	10	2.52	5.43	1.04	3.59	0.38	0.59
5.51	0.51	0.43	5.19	3.32	6.32	1.36	3.28	2.58	3.45	6.09	3.29	3.49	2.3
6.41	2.01	2.36	4.32	4.44	5.09	3.51	4.2	4.02	4.48	7.28	5.12	5.52	1.18
1.22	1.03	1.13	0.42	4.36	3.21	0.5	0.53	0.2	2.16	2.03	4.38	2.13	0.22

CONTACT CENTER

REGULAR LINE

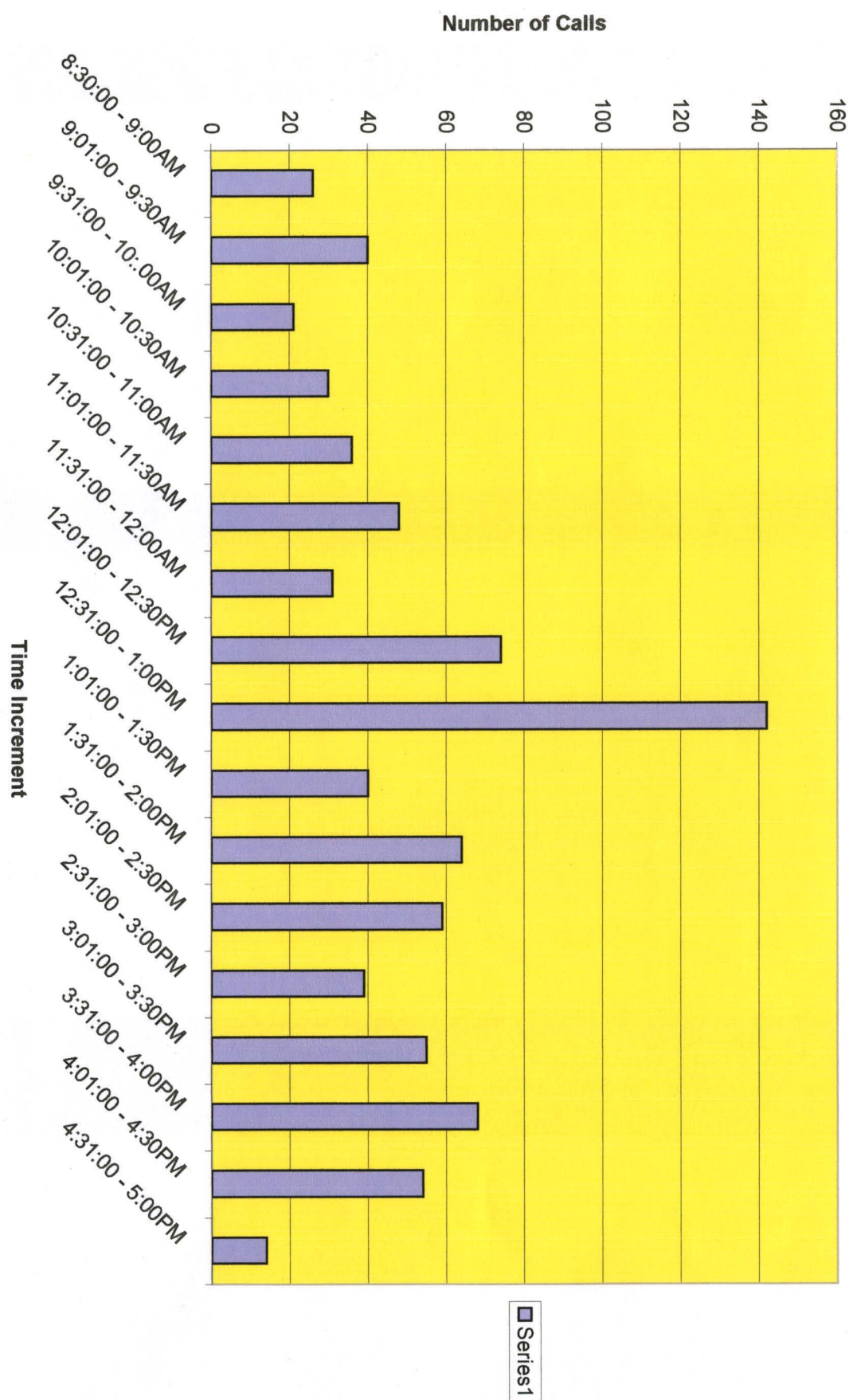
TIME INCREMENT

STATISTICS

AND

CHARTS

CC Reg Aband Calls



CC - Contact	ABANDONED CALLS												
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007
8:30:00 - 9:00AM	1	5	4	0	0	0	0	9	0	0	0	0	0
9:01:00 - 9:30AM	2	7	1	0	3	0	0	4	2	0	1	0	0
9:31:00 - 10:00AM	0	3	0	0	0	1	0	7	0	0	0	0	0
10:01:00 - 10:30AM	0	0	0	0	0	0	0	0	2	0	0	0	0
10:31:00 - 11:00AM	0	0	0	1	2	1	1	3	2	0	0	0	0
11:01:00 - 11:30AM	1	0	0	0	1	1	1	4	0	0	0	0	0
11:31:00 - 12:00AM	1	1	0	0	0	0	0	3	0	0	0	0	0
12:01:00 - 12:30PM	0	1	0	0	5	0	0	11	4	1	0	0	0
12:31:00 - 1:00PM	1	2	0	1	7	0	0	3	5	4	6	0	0
1:01:00 - 1:30PM	3	1	0	1	0	1	0	0	1	2	0	0	0
1:31:00 - 2:00PM	1	3	0	1	0	3	0	0	3	2	1	2	2
2:01:00 - 2:30PM	1	2	0	0	2	0	0	1	1	0	0	3	3
2:31:00 - 3:00PM	1	0	0	0	0	0	2	1	0	1	0	0	0
3:01:00 - 3:30PM	1	4	0	0	2	0	0	0	3	1	0	0	0
3:31:00 - 4:00PM	1	3	0	0	0	0	2	0	2	2	2	1	1
4:01:00 - 4:30PM	0	0	0	1	1	0	9	1	0	0	0	0	0
4:31:00 - 5:00PM	0	0	0	0	0	0	0	0	2	0	0	0	0

CALLS

5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
5	4	0	0	0	0	9	0	0	0	0	0	0	0
7	1	0	3	0	0	4	2	0	1	0	1	0	1
3	0	0	0	1	0	7	0	0	0	0	0	0	0
0	0	0	0	0	0	0	2	0	0	0	0	0	0
0	0	1	2	1	1	3	2	0	0	0	1	0	0
0	0	0	1	1	1	4	0	0	0	0	0	3	0
1	0	0	0	0	0	3	0	0	0	0	0	1	2
1	0	0	5	0	0	11	4	1	0	0	0	1	0
2	0	1	7	0	0	3	5	4	6	0	0	10	2
1	0	1	0	1	0	0	1	2	0	0	0	0	0
3	0	1	0	3	0	0	3	2	1	2	0	3	0
2	0	0	2	0	0	1	1	0	0	3	0	1	0
0	0	0	0	0	2	1	0	1	0	0	0	1	0
4	0	0	2	0	0	0	3	1	0	0	0	1	0
3	0	0	0	0	2	0	2	2	2	1	0	2	4
0	0	1	1	0	9	1	0	0	0	0	0	0	2
0	0	0	0	0	0	0	2	0	0	0	0	0	1

CC - Contact	ABANDONED CALLS												
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007
8:30:00 - 9:00AM	1	5	4	0	0	0	0	9	0	0	0	0	0
9:01:00 - 9:30AM	2	7	1	0	3	0	0	4	2	0	1	0	0
9:31:00 - 10:00AM	0	3	0	0	0	1	0	7	0	0	0	0	0
10:01:00 - 10:30AM	0	0	0	0	0	0	0	0	2	0	0	0	0
10:31:00 - 11:00AM	0	0	0	1	2	1	1	3	2	0	0	0	0
11:01:00 - 11:30AM	1	0	0	0	1	1	1	4	0	0	0	0	0
11:31:00 - 12:00AM	1	1	0	0	0	0	0	3	0	0	0	0	0
12:01:00 - 12:30PM	0	1	0	0	5	0	0	11	4	1	0	0	0
12:31:00 - 1:00PM	1	2	0	1	7	0	0	3	5	4	6	0	0
1:01:00 - 1:30PM	3	1	0	1	0	1	0	0	1	2	0	0	0
1:31:00 - 2:00PM	1	3	0	1	0	3	0	0	3	2	1	2	2
2:01:00 - 2:30PM	1	2	0	0	2	0	0	1	1	0	0	3	3
2:31:00 - 3:00PM	1	0	0	0	0	0	2	1	0	1	0	0	0
3:01:00 - 3:30PM	1	4	0	0	2	0	0	0	3	1	0	0	0
3:31:00 - 4:00PM	1	3	0	0	0	0	2	0	2	2	2	1	1
4:01:00 - 4:30PM	0	0	0	1	1	0	9	1	0	0	0	0	0
4:31:00 - 5:00PM	0	0	0	0	0	0	0	0	2	0	0	0	0

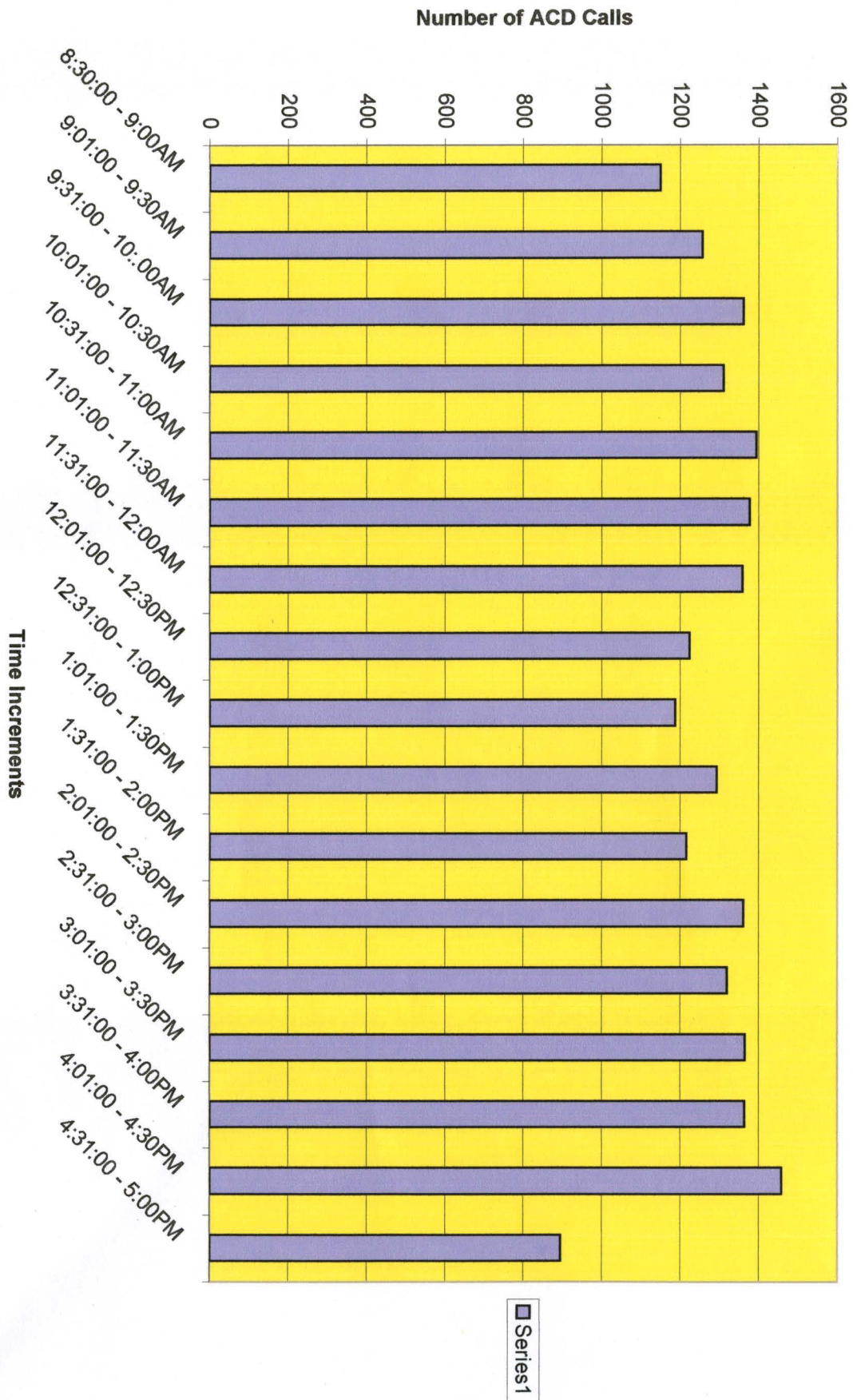
CALLS

5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
5	4	0	0	0	0	9	0	0	0	0	0	0	0
7	1	0	3	0	0	4	2	0	1	0	1	0	1
3	0	0	0	1	0	7	0	0	0	0	0	0	0
0	0	0	0	0	0	0	2	0	0	0	0	0	0
0	0	1	2	1	1	3	2	0	0	0	1	0	0
0	0	0	1	1	1	4	0	0	0	0	0	3	0
1	0	0	0	0	0	3	0	0	0	0	0	1	2
1	0	0	5	0	0	11	4	1	0	0	0	1	0
2	0	1	7	0	0	3	5	4	6	0	0	10	2
1	0	1	0	1	0	0	1	2	0	0	0	0	0
3	0	1	0	3	0	0	3	2	1	2	0	3	0
2	0	0	2	0	0	1	1	0	0	3	0	1	0
0	0	0	0	0	2	1	0	1	0	0	0	1	0
4	0	0	2	0	0	0	3	1	0	0	0	1	0
3	0	0	0	0	2	0	2	2	2	1	0	2	4
0	0	1	1	0	9	1	0	0	0	0	0	0	2
0	0	0	0	0	0	0	2	0	0	0	0	0	1

5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007
0	0	0	0	0	1	1	1	1	0	0	0	0	0	0
0	0	1	5	0	0	2	1	0	0	4	0	0	0	0
0	0	1	2	2	0	1	0	0	0	0	0	0	0	0
0	0	0	1	7	0	1	3	0	0	2	0	9	0	0
1	1	1	0	1	2	1	2	0	0	3	0	5	0	0
0	0	0	1	3	1	3	5	0	2	5	1	4	2	2
0	0	0	2	0	0	6	2	0	2	2	1	2	0	0
1	1	1	2	2	2	2	7	0	3	4	2	5	2	2
1	2	0	10	2	0	4	11	5	5	11	3	15	8	8
1	0	0	6	1	0	1	0	2	0	8	0	4	1	1
0	2	0	2	0	0	0	3	7	2	1	3	7	2	2
2	2	0	4	2	0	3	6	8	0	2	3	4	2	2
0	2	0	2	2	0	3	2	6	1	1	0	2	0	0
0	2	0	0	0	2	0	1	11	3	15	1	3	0	0
0	0	1	6	0	0	1	5	17	1	0	2	1	7	7
0	0	1	4	0	1	9	5	7	1	1	0	2	3	3
0	1	0	0	0	0	0	1	0	3	0	0	3	1	1

/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
0	0	1	1	1	1	0	0	0	0	0	0	0	0
5	0	0	2	1	0	0	4	0	0	0	0	0	1
2	2	0	1	0	0	0	0	0	0	0	1	1	0
1	7	0	1	3	0	0	2	0	9	0	1	0	0
0	1	2	1	2	0	0	3	0	5	0	1	1	3
1	3	1	3	5	0	2	5	1	4	2	1	1	1
2	0	0	6	2	0	2	2	1	2	0	1	0	1
2	2	2	2	7	0	3	4	2	5	2	3	0	0
10	2	0	4	11	5	5	11	3	15	8	4	1	5
6	1	0	1	0	2	0	8	0	4	1	0	0	0
2	0	0	0	3	7	2	1	3	7	2	1	0	0
4	2	0	3	6	8	0	2	3	4	2	1	0	1
2	2	0	3	2	6	1	1	0	2	0	0	0	1
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6	0	0	1	5	17	1	0	2	1	7	1	0	0
4	0	1	9	5	7	1	1	0	2	3	3	0	0
0	0	0	0	1	0	3	0	0	3	1	0	0	0

CC Reg ACD Calls



CC - regular	ACD calls												
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007
8:30:00 - 9:00AM	39	41	23	31	25	27	27	29	41	25	32	18	
9:01:00 - 9:30AM	29	41	24	25	29	30	30	44	36	24	31	30	
9:31:00 - 10:00AM	38	33	28	27	33	36	38	47	34	31	26	25	
10:01:00 - 10:30AM	36	28	29	22	32	38	30	47	43	31	30	21	
10:31:00 - 11:00AM	45	23	32	41	32	29	28	48	49	31	17	22	
11:01:00 - 11:30AM	35	36	25	30	37	36	19	43	35	29	33	27	
11:31:00 - 12:00AM	34	36	14	21	44	28	33	38	35	29	30	31	
12:01:00 - 12:30PM	35	40	25	25	45	31	29	23	34	29	31	3	
12:31:00 - 1:00PM	37	25	24	27	33	28	28	37	45	21	25	1	
1:01:00 - 1:30PM	44	25	24	27	47	26	37	29	38	33	29	1	
1:31:00 - 2:00PM	33	26	27	26	28	19	35	19	29	23	27	1	
2:01:00 - 2:30PM	25	34	34	27	32	33	39	31	30	39	33	54	
2:31:00 - 3:00PM	33	34	16	21	36	27	40	40	26	30	24	30	
3:01:00 - 3:30PM	27	37	24	25	21	22	39	33	34	43	32	25	
3:31:00 - 4:00PM	33	35	25	29	40	31	28	29	34	36	24	30	
4:01:00 - 4:30PM	43	27	30	23	22	29	34	38	35	33	38	25	
4:31:00 - 5:00PM	27	32	22	17	23	20	18	16	24	19	13	14	

5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
41	23	31	25	27	27	29	41	25	32	18	23	25	23
41	24	25	29	30	30	44	36	24	31	30	24	38	32
33	28	27	33	36	38	47	34	31	26	25	15	40	41
28	29	22	32	38	30	47	43	31	30	21	31	18	30
23	32	41	32	29	28	48	49	31	17	22	24	33	39
36	25	30	37	36	19	43	35	29	33	27	24	31	42
36	14	21	44	28	33	38	35	29	30	31	30	32	42
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37	24	25	21	22	39	33	34	43	32	25	29	31	34
35	25	29	40	31	28	29	34	36	24	30	22	32	34
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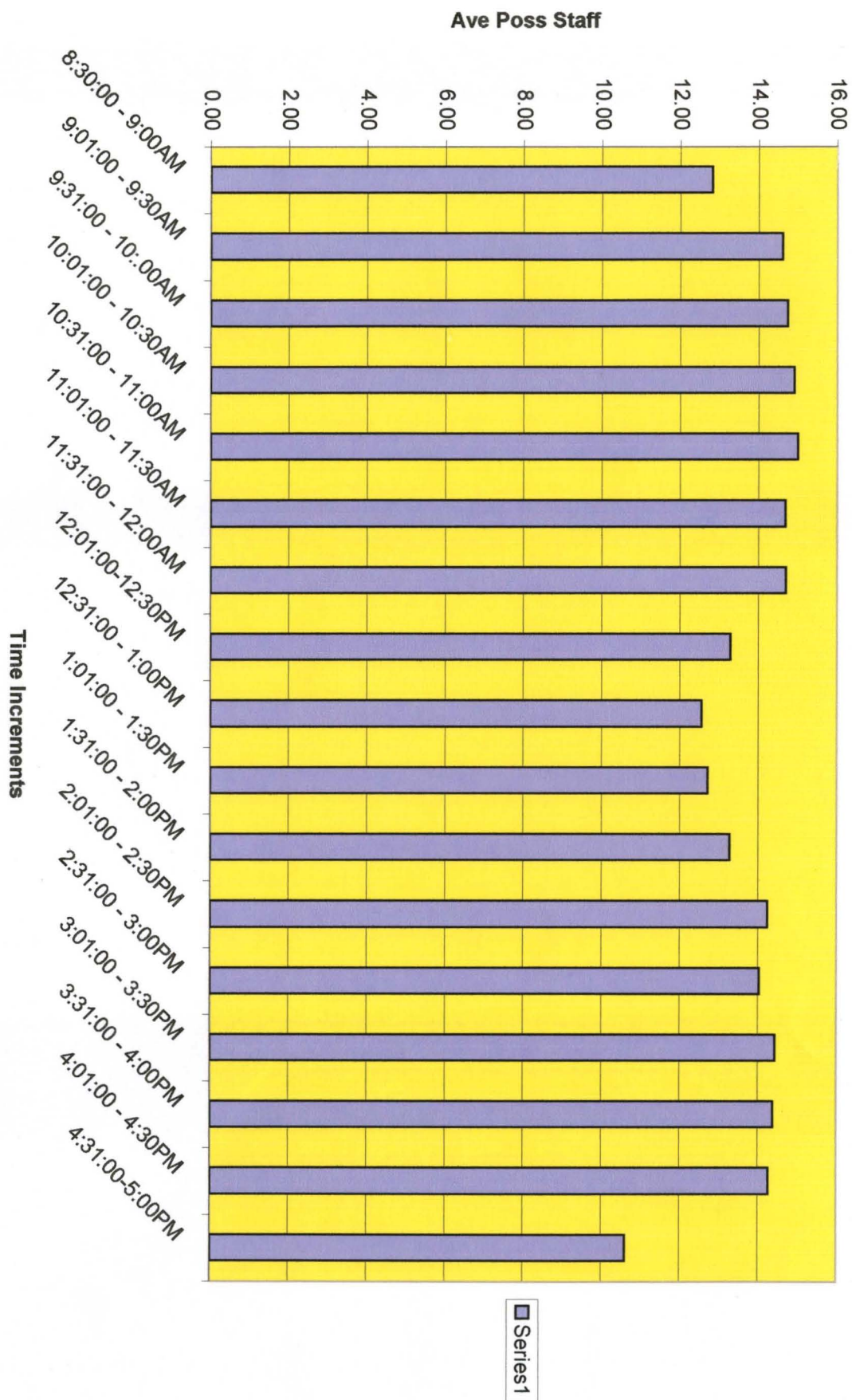
5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007
26	33	26	25	32	37	30	30	34	40	33	31	34	26	
24	28	31	30	40	38	39	50	31	41	26	26	30	40	
36	29	29	38	45	28	36	46	36	53	36	33	43	45	
34	36	25	36	34	19	37	49	47	40	25	30	45	35	
27	44	28	41	45	27	27	61	45	40	32	45	53	39	
31	34	46	27	38	39	37	41	43	48	25	45	45	50	
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28	40	22	29	45	6	39	33	63	42	32	29	37	18	
22	27	32	30	41	39	41	37	33	40	23	21	27	31	
31	43	22	40	31	31	27	40	54	41	34	20	38	25	
32	38	26	32	34	32	31	37	36	47	40	33	45	27	
43	24	25	45	39	36	36	32	66	30	30	27	44	26	
46	33	26	29	33	43	35	51	61	37	30	34	45	25	
38	40	29	40	31	47	35	46	58	41	29	29	50	24	
40	37	24	46	28	35	32	46	48	48	46	35	40	22	
38	35	28	48	37	34	47	53	62	53	45	30	40	39	
28	32	10	27	21	28	15	30	32	35	18	11	38	27	

5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
25	32	37	30	30	34	40	33	31	34	26	25	27	19
30	40	38	39	50	31	41	26	26	30	40	24	25	39
38	45	28	36	46	36	53	36	33	43	45	39	31	28
36	34	19	37	49	47	40	25	30	45	35	27	26	36
41	45	27	27	61	45	40	32	45	53	39	30	35	17
27	38	39	37	41	43	48	25	45	45	50	29	33	21
44	32	1	43	43	52	49	37	32	57	34	29	30	40
29	45	6	39	33	63	42	32	29	37	18	25	29	30
30	41	39	41	37	33	40	23	21	27	31	31	26	28
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40	31	47	35	46	58	41	29	29	50	24	23	32	30
46	28	35	32	46	48	48	46	35	40	22	26	30	30
48	37	34	47	53	62	53	45	30	40	39	29	34	31
27	21	28	15	30	32	35	18	11	38	27	16	21	14

6/18/2007	6/19/2007	6/20/2007	6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	
30	27	24	22	13	23	19	23	17	13	1148
35	31	23	17	24	26	18	20	15	18	1256
35	31	37	21	19	29	21	13	13	19	1361
29	28	32	27	25	30	23	26	14	29	1310
29	39	28	19	28	18	32	25	12	34	1393
35	28	38	29	21	17	25	28	19	22	1376
27	18	39	38	25	36	14	20	26	29	1358
32	19	34	23	17	26	27	19	20	20	1223
33	24	21	36	24	27	21	16	15	20	1186
33	29	28	36	19	41	27	24	24	15	1292
39	36	20	23	17	28	28	22	13	27	1215
39	26	31	21	31	26	42	28	24	13	1361
41	41	25	18	24	38	34	14	15	17	1319
38	31	35	31	13	34	26	32	30	17	1365
35	27	37	28	23	31	29	29	27	22	1363
49	29	37	29	18	26	36	20	21	15	1457
36	27	18	18	13	20	12	16	13	11	894

21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	
22	13	23	19	23	17	13	1148
17	24	26	18	20	15	18	1256
21	19	29	21	13	13	19	1361
27	25	30	23	26	14	29	1310
19	28	18	32	25	12	34	1393
29	21	17	25	28	19	22	1376
38	25	36	14	20	26	29	1358
23	17	26	27	19	20	20	1223
36	24	27	21	16	15	20	1186
36	19	41	27	24	24	15	1292
23	17	28	28	22	13	27	1215
21	31	26	42	28	24	13	1361
18	24	38	34	14	15	17	1319
31	13	34	26	32	30	17	1365
28	23	31	29	29	27	22	1363
29	18	26	36	20	21	15	1457
18	13	20	12	16	13	11	894

CC Reg Ave Poss Staff



CC - Regular line	MaximumAvg possible staff												
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2
8:30:00 - 9:00AM	12.7	13.3	13.7	15	14.1	12.8	15.5	12.2	12.9	12	15.5	16.2	
9:01:00 - 9:30AM	14.7	15.9	17	18	16	14.6	16.9	13.8	15.1	14	17	18	
9:31:00 - 10:00AM	16.1	15.7	17	18	17	15	17	13	16.3	14.8	17	17.4	
10:01:00 - 10:30AM	17	16	17	17.5	18	15.8	17.8	13	16.4	15	16.5	17.8	
10:31:00 - 11:00AM	16.5	15	17.3	18	17.4	17	18	13	16.6	14.9	17	17.5	
11:01:00 - 11:30AM	15.2	15.4	18.4	17.7	18	15.4	11.2	12.7	15.9	14.6	17	17	
11:31:00 - 12:00AM	16	14.7	18.8	16.5	17.9	16.3	17.4	11.8	16.6	14	16	15.1	
12:01:00-12:30PM	14.7	14.9	17.1	15.1	16.2	15	17	11.4	15	13	14.4	0	
12:31:00 - 1:00PM	14.1	13.3	16.2	15.1	15.2	15	15.8	12.1	13.1	12.2	13	0	
1:01:00 - 1:30PM	14.7	13	16.9	16.1	15.8	15.8	13.9	13	13.1	11.9	14.9	0	
1:31:00 - 2:00PM	15.6	13	17.9	16	16.4	16.1	14	13	13.9	12.6	14	0	
2:01:00 - 2:30PM	16	13	19	16	17	16.6	14	13	15	14.9	15	16.8	
2:31:00 - 3:00PM	14.2	12.9	17.9	16	16.7	16.9	13.3	13	14.3	14	14.1	18	
3:01:00 - 3:30PM	15.5	14.3	18.3	16	17.9	16.8	15.6	13	14.5	14.6	14	18	
3:31:00 - 4:00PM	14.5	14	18.5	16.8	17.8	16.5	16	12.9	15	14.9	14	17.1	
4:01:00 - 4:30PM	15	14	19	17	18	17	15	11.4	14.5	15	13.2	16.2	
4:31:00-5:00PM	10.9	9.9	14.8	10.7	14.5	13	12.4	5.7	9.3	11	10.1	12.7	

possible staff

5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
13.3	13.7	15	14.1	12.8	15.5	12.2	12.9	12	15.5	16.2	12.5	13.2	13.4
15.9	17	18	16	14.6	16.9	13.8	15.1	14	17	18	12.8	16.1	16.2
15.7	17	18	17	15	17	13	16.3	14.8	17	17.4	12.8	15.3	16.9
16	17	17.5	18	15.8	17.8	13	16.4	15	16.5	17.8	13.1	15.8	17
15	17.3	18	17.4	17	18	13	16.6	14.9	17	17.5	13.6	15.1	16.7
15.4	18.4	17.7	18	15.4	11.2	12.7	15.9	14.6	17	17	13.6	15.4	16.7
14.7	18.8	16.5	17.9	16.3	17.4	11.8	16.6	14	16	15.1	14.3	15	16.6
14.9	17.1	15.1	16.2	15	17	11.4	15	13	14.4	0	14	14.7	13.9
13.3	16.2	15.1	15.2	15	15.8	12.1	13.1	12.2	13	0	12.3	14.1	12.4
13	16.9	16.1	15.8	15.8	13.9	13	13.1	11.9	14.9	0	11.9	14.9	14.9
13	17.9	16	16.4	16.1	14	13	13.9	12.6	14	0	12.4	15.3	15.6
13	19	16	17	16.6	14	13	15	14.9	15	16.8	14	16.4	17
12.9	17.9	16	16.7	16.9	13.3	13	14.3	14	14.1	18	13.7	16.1	16.2
14.3	18.3	16	17.9	16.8	15.6	13	14.5	14.6	14	18	13.6	16.2	15.7
14	18.5	16.8	17.8	16.5	16	12.9	15	14.9	14	17.1	12.4	15.6	15.2
14	19	17	18	17	15	11.4	14.5	15	13.2	16.2	13	16.4	15.5
9.9	14.8	10.7	14.5	13	12.4	5.7	9.3	11	10.1	12.7	9.2	10.9	12.4

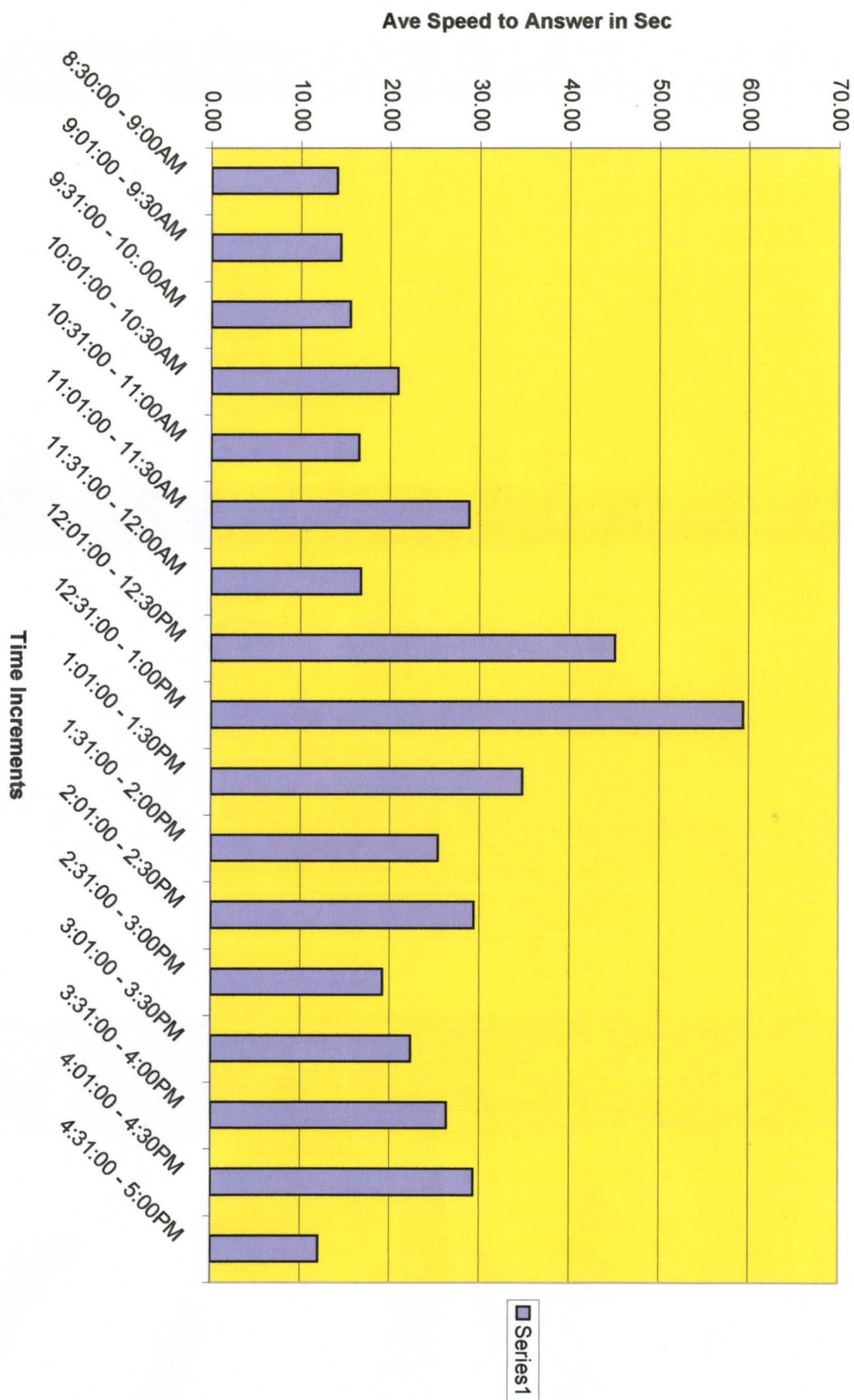
5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007
15.4	14.2	10.8	11	13.5	11.8	10.4	13	11.7	14.5	11.
17.3	15	13	13.6	16.9	14	11	14.9	13.6	16	12.
17.6	13.8	13	14.4	17	13.6	11	14.2	14	15.4	1
18	14.8	13	14.7	17	14	11.2	15	14	16	12.
17.7	15	13.5	15	17	13.5	11	15	14	15.6	1
17.2	15	14	13.9	16.4	13	10.7	14.5	14	15.7	12.
17.9	14.1	13.9	12	17.7	12.9	10.7	14.9	13.9	15.6	12.
16.2	12.2	13	12.1	17	12.1	9.8	13	12.1	14.4	12.
15.8	12	12.1	12.1	15.8	13	10.1	12.1	12.1	14.2	1
16	13.9	13	12.9	14.8	13.9	11	13.1	14	13	11.
16	12.6	14	13.14	15	14.3	12	13.3	14	13	12.
16	13.1	14	13.1	15	15.6	12	13.2	14	13	13.
16.3	12.1	13.9	14	15	15.1	11.1	13.8	15	13.2	1
17.9	12.3	13	14	17.7	16	10	14	15	15.8	12.
18	14	12	14	17.4	16	10	14	15	16	12.
17	14	12	14	16.2	16	10	14	15	16	1
13.2	10.6	9.5	10.6	11.9	11.1	6.9	11.4	12.2	12.4	9

6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
10.8	9.2	12.7	10.2	14.7	12.7
11	11	14	12	16	15
11	12.2	14	12	14.5	15
11	12.4	14	12	14.4	14.5
10.2	13	13.6	12.9	15.6	15
10.4	12.7	13.8	12.7	16	13
10.9	12.9	14	12.6	15.7	13.9
8.6	12	14	11.8	15.9	13.1
8	12	13.1	10.1	15.1	12.3
8.9	12	12	1.9	13	12.9
9.5	11.1	12.8	11.5	13	12.6
11	12	14	12	13	12
11	11.1	14	12	13.3	11.6
11	11	13.5	12	15.9	13.5
11	11.1	14	12	15.6	12.6
11	12	14	12	15.4	11.7
7.2	9.7	10	9.6	12.2	8.9

6/18/2007	6/19/2007	6/20/2007	6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	Ave	
9.5	12.6	13.3	14.3	13	12.6	13.4	12.5	12.7	10.8	537.7	12.80
13.4	14	14.7	16	14.9	13.3	15	13.1	13	12.8	613	14.60
16	14	15.9	16	14.3	12.7	14.5	14.9	12.3	13	618.6	14.73
15	14.2	16	16	13.9	14	15	15	12	12.5	626	14.90
15.2	14.9	16	15.7	14.7	13.4	14.8	14.8	12.2	14	629.9	15.00
16	15	16	15	15	13.8	14	14.9	13	14	616.6	14.68
15.9	14.9	14.3	15.2	15	13	14	14.6	13	13.9	616.8	14.69
14.1	13.1	12	15	13.3	10.5	13.1	15	12.8	12.2	557.6	13.28
13	12.2	12	13.7	12.3	10.2	12	12.9	11.5	11.1	526.7	12.54
13.8	12.9	13	14	12.7	11.4	12.8	11.9	11.1	11.16	533.76	12.71
14.8	13.9	13	14	13.4	12	13.7	12	11.6	12.4	557.14	13.27
15.7	15	13	14.3	14.2	12	15	12	12.9	13.8	597.8	14.23
14.6	15	13.6	14.5	13.9	12	15	12.3	12.3	13	589	14.02
14.7	15	15.3	15	14	11	14	14.8	12	11.47	605.97	14.43
14.6	15	15.8	13.2	14	11	14	15	13	12	604.1	14.38
14.9	14.9	15.8	13	14	11	14	15	12.1	11.9	599.1	14.26
12.3	11.9	12.9	8.8	8.7	8.3	11.2	10.2	10.3	6.5	445.2	10.60

6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	Ave	
14.3	13	12.6	13.4	12.5	12.7	10.8	537.7	12.80
16	14.9	13.3	15	13.1	13	12.8	613	14.60
16	14.3	12.7	14.5	14.9	12.3	13	618.6	14.73
16	13.9	14	15	15	12	12.5	626	14.90
15.7	14.7	13.4	14.8	14.8	12.2	14	629.9	15.00
15	15	13.8	14	14.9	13	14	616.6	14.68
15.2	15	13	14	14.6	13	13.9	616.8	14.69
15	13.3	10.5	13.1	15	12.8	12.2	557.6	13.28
13.7	12.3	10.2	12	12.9	11.5	11.1	526.7	12.54
14	12.7	11.4	12.8	11.9	11.1	11.16	533.76	12.71
14	13.4	12	13.7	12	11.6	12.4	557.14	13.27
14.3	14.2	12	15	12	12.9	13.8	597.8	14.23
14.5	13.9	12	15	12.3	12.3	13	589	14.02
15	14	11	14	14.8	12	11.47	605.97	14.43
13.2	14	11	14	15	13	12	604.1	14.38
13	14	11	14	15	12.1	11.9	599.1	14.26
8.8	8.7	8.3	11.2	10.2	10.3	6.5	445.2	10.60

CC Reg Ave Speed to Answer



CC - regular	avg spd answered											
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007
8:30:00 - 9:00AM	46	123	26	7	13	6	7	55	13	10	10	
9:01:00 - 9:30AM	9	50	5	6	12	17	7	68	46	7	7	
9:31:00 - 10:00AM	9	62	7	5	16	6	7	130	9	7	6	
10:01:00 - 10:30AM	6	13	6	12	9	9	7	60	12	9	10	
10:31:00 - 11:00AM	40	15	10	7	6	7	5	35	35	7	8	
11:01:00 - 11:30AM	54	11	6	7	28	5	211	82	23	11	8	
11:31:00 - 12:00AM	30	13	6	5	14	16	64	17	6	9	6	
12:01:00 - 12:30PM	84	44	5	13	57	22	9	278	86	9	16	
12:31:00 - 1:00PM	117	98	6	9	98	6	6	34	49	62	54	
1:01:00 - 1:30PM	62	37	6	27	13	14	32	11	11	124	28	
1:31:00 - 2:00PM	35	21	13	22	7	9	8	9	96	38	7	
2:01:00 - 2:30PM	49	39	13	14	15	9	7	65	34	19	6	
2:31:00 - 3:00PM	8	9	6	6	7	5	35	22	7	6	9	
3:01:00 - 3:30PM	9	37	6	6	11	7	17	6	19	8	7	
3:31:00 - 4:00PM	14	35	7	6	26	15	13	8	22	62	15	
4:01:00 - 4:30PM	9	14	8	5	5	18	105	9	70	19	14	
4:31:00 - 5:00PM	11	52	6	5	5	10	14	5	38	8	6	

red

2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
123	26	7	13	6	7	55	13	10	10	7	5	20	7
50	5	6	12	17	7	68	46	7	7	7	4	5	5
62	7	5	16	6	7	130	9	7	6	6	34	4	5
13	6	12	9	9	7	60	12	9	10	26	9	12	10
15	10	7	6	7	5	35	35	7	8	6	6	9	6
11	6	7	28	5	211	82	23	11	8	6	6	44	27
13	6	5	14	16	64	17	6	9	6	6	8	5	28
44	5	13	57	22	9	278	86	9	16	89	8	13	25
98	6	9	98	6	6	34	49	62	54	1	55	164	37
37	6	27	13	14	32	11	11	124	28	89	10	45	6
21	13	22	7	9	8	9	96	38	7	1	16	48	7
39	13	14	15	9	7	65	34	19	6	46	9	13	9
9	6	6	7	5	35	22	7	6	9	8	8	9	11
37	6	6	11	7	17	6	19	8	7	7	8	7	8
35	7	6	26	15	13	8	22	62	15	26	8	16	18
14	8	5	5	18	105	9	70	19	14	21	57	7	6
52	6	5	5	10	14	5	38	8	6	6	20	8	8

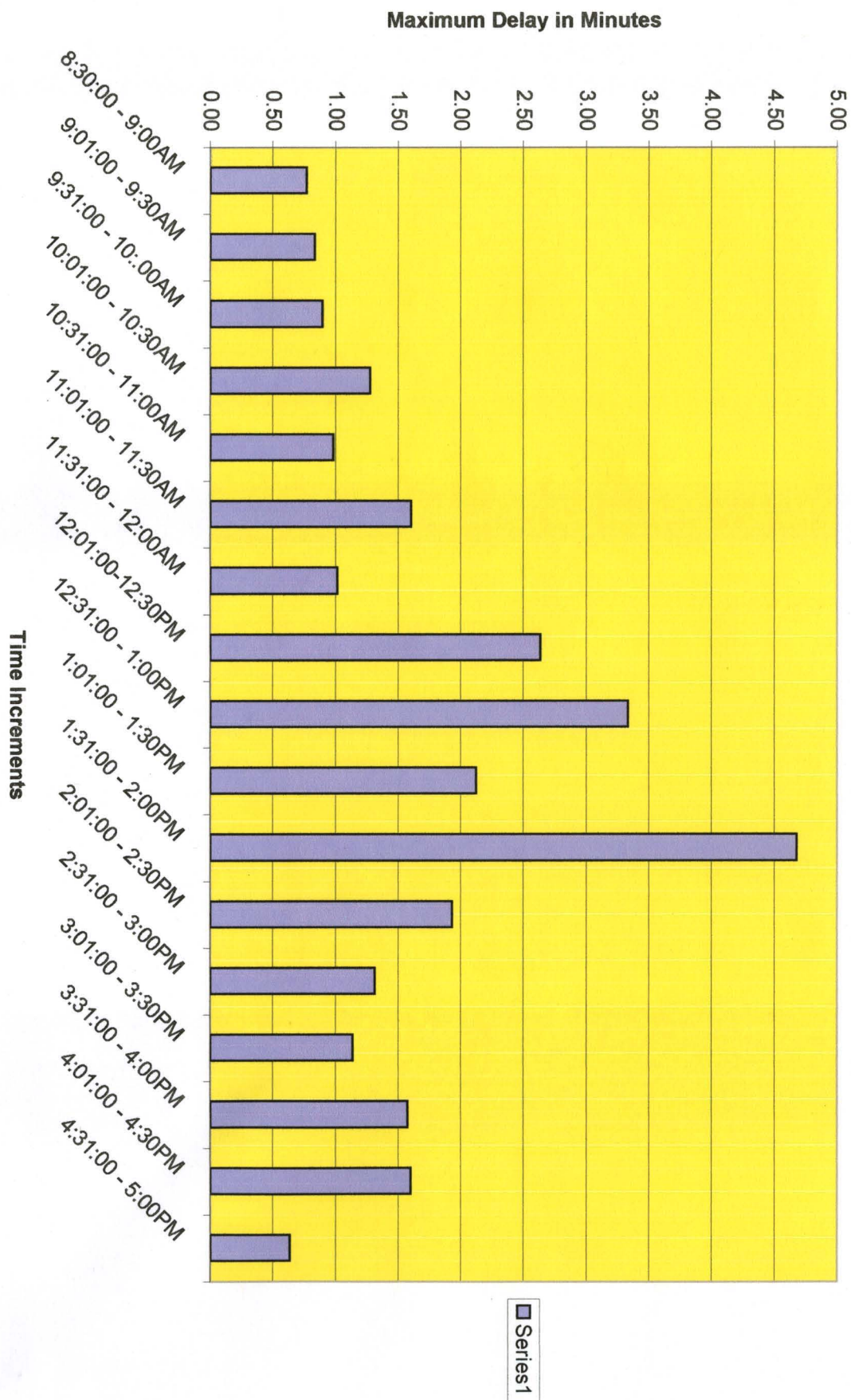
5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/
5	10	15	7	7	6	7	14	8	12	9	19	8	6	
6	7	8	58	11	6	78	17	6	6	13	9	6	10	
7	5	7	6	33	4	15	21	6	8	66	9	9	9	
7	9	7	19	51	18	21	84	6	10	69	11	87	10	
7	11	5	11	56	14	23	43	9	17	58	9	47	17	
10	6	10	15	74	21	35	87	7	12	116	53	22	14	
5	5	10	54	7	13	91	14	5	8	57	23	12	12	
24	98	25	34	36	40	93	62	11	13	42	17	116	48	
11	33	12	137	36	23	64	95	72	38	177	16	288	182	
17	6	7	105	47	6	12	33	39	23	223	6	107	31	
65	7	8	28	8	11	13	16	58	42	26	88	43	37	
25	12	9	44	22	7	66	76	108	13	18	24	117	32	
8	30	7	12	11	7	63	40	132	16	16	9	26	7	
12	33	5	7	6	14	26	21	143	17	235	7	84	12	
8	15	5	85	5	9	38	58	234	15	51	43	19	74	
5	16	7	94	7	10	136	30	118	30	19	7	28	75	
6	12	5	14	6	7	7	13	22	6	8	6	51	19	

/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
7	7	6	7	14	8	12	9	19	8	6	23	7	8
58	11	6	78	17	6	6	13	9	6	10	5	8	9
6	33	4	15	21	6	8	66	9	9	9	17	6	7
19	51	18	21	84	6	10	69	11	87	10	8	14	95
11	56	14	23	43	9	17	58	9	47	17	34	6	6
15	74	21	35	87	7	12	116	53	22	14	36	9	15
54	7	13	91	14	5	8	57	23	12	12	8	7	6
34	36	40	93	62	11	13	42	17	116	48	113	11	81
137	36	23	64	95	72	38	177	16	288	182	122	8	20
105	47	6	12	33	39	23	223	6	107	31	18	14	8
28	8	11	13	16	58	42	26	88	43	37	68	9	13
44	22	7	66	76	108	13	18	24	117	32	57	11	11
12	11	7	63	40	132	16	16	9	26	7	6	9	6
7	6	14	26	21	143	17	235	7	84	12	11	6	8
85	5	9	38	58	234	15	51	43	19	74	12	9	6
94	7	10	136	30	118	30	19	7	28	75	34	7	11
14	6	7	7	13	22	6	8	6	51	19	6	12	5

6/18/2007	6/19/2007	6/20/2007	6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	Ave	
8	7	6	6	5	6	6	7	7	6	590	14.05
12	20	5	7	7	5	7	7	6	11	605	14.40
13	33	7	6	9	5	7	5	6	12	651	15.50
41	23	13	7	8	8	8	6	6	19	875	20.83
8	15	40	9	9	5	7	7	6	11	692	16.48
19	39	14	13	6	5	7	9	9	17	1209	28.79
6	62	7	15	7	7	4	9	8	6	701	16.69
13	17	61	6	81	38	35	7	6	7	1893	45.07
58	67	32	9	78	57	22	4	16	21	2494	59.38
7	67	25	25	12	23	29	31	8	16	1460	34.76
7	35	8	11	21	44	28	9	10	16	1066	25.38
9	40	29	14	45	28	18	18	21	13	1234	29.38
35	67	20	16	10	14	7	10	14	52	806	19.19
6	11	17	10	6	14	16	6	36	5	937	22.31
26	18	20	8	8	16	8	6	10	10	1107	26.36
68	7	23	57	6	15	9	6	33	7	1232	29.33
27	6	15	7	6	15	5	6	5	6	505	12.02

6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	Ave	
6	5	6	6	7	7	6	590	14.05
7	7	5	7	7	6	11	605	14.40
6	9	5	7	5	6	12	651	15.50
7	8	8	8	6	6	19	875	20.83
9	9	5	7	7	6	11	692	16.48
13	6	5	7	9	9	17	1209	28.79
15	7	7	4	9	8	6	701	16.69
6	81	38	35	7	6	7	1893	45.07
9	78	57	22	4	16	21	2494	59.38
25	12	23	29	31	8	16	1460	34.76
11	21	44	28	9	10	16	1066	25.38
14	45	28	18	18	21	13	1234	29.38
16	10	14	7	10	14	52	806	19.19
10	6	14	16	6	36	5	937	22.31
8	8	16	8	6	10	10	1107	26.36
57	6	15	9	6	33	7	1232	29.33
7	6	15	5	6	5	6	505	12.02

CC Reg Maximum Delay



CC - Regular line	Maximum Delay													
Time increment	5/1/2007	5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5
8:30:00 - 9:00AM	2.26	6.18	1.42	0.38	1.28	0.32	0.21	2.3	1.17	0.51	0.47	0.2	0.2	
9:01:00 - 9:30AM	0.5	3.08	0.2	0.1	1.26	1.06	0.14	4.36	2.23	0.2	0.3	0.21	0.32	
9:31:00 - 10:00AM	1.12	2.26	0.52	0.2	1.32	0.3	0.23	5.09	1.13	0.2	0.14	0.22	2.17	
10:01:00 - 10:30AM	0.24	1.2	0.18	1.24	1.5	0.27	0.17	5.1	1.14	0.41	0.52	1.37	0.44	
10:31:00 - 11:00AM	2.43	0.53	0.57	1.13	0.13	1.1	0.16	2.25	1.58	0.19	0.23	0.21	0.14	
11:01:00 - 11:30AM	2.27	0.47	0.16	0.45	1.43	0.44	10.23	3.21	2.35	0.47	0.38	0.21	0.11	
11:31:00 - 12:00AM	2.04	0.51	0.21	0.1	1.39	0.2	8.49	1.53	0.16	1.15	0.2	0.2	0.37	
12:01:00-12:30PM	6.42	2.49	0.27	0.56	5	2.1	0.45	11.19	5.59	1.21	1.37	1.3	0.42	
12:31:00 - 1:00PM	4.43	5.07	0.34	0.39	4.26	1.39	0.21	5.38	3.17	4.32	4.58	0	2.48	
1:01:00 - 1:30PM	3.52	2.07	0.2	1.4	2.58	0.2	2.18	0.36	2.17	5.59	2.05	0	1.03	
1:31:00 - 2:00PM	2.32	2.11	0.56	1.55	0.43	0.56	0.36	0.59	3.52	2.57	0.26	5.38	1.1	
2:01:00 - 2:30PM	2.05	2.32	1.21	2.25	1.25	0.58	0.31	3.3	3.2	1.3	0.2	6	0.52	
2:31:00 - 3:00PM	1.12	0.57	0.2	0.13	0.46	1.11	2.39	2.28	0.42	0.22	0.49	0.24	0.44	
3:01:00 - 3:30PM	0.35	2.33	0.12	0.21	0.53	0.15	2.34	0.2	1.11	0.43	0.2	0.21	0.29	
3:31:00 - 4:00PM	1.31	2.25	0.21	0.15	2.23	0.34	1.24	0.2	2.13	3.08	1.08	2.14	0.33	
4:01:00 - 4:30PM	1.01	1.03	0.32	0.21	1.09	1.32	4.14	0.48	4.07	1.45	1.11	1.35	3.49	
4:31:00 - 5:00PM	1.23	1.58	0.24	0.2	0.11	0.55	2.08	0.11	2.4	0.2	0.2	0.09	1.04	

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5/2/2007	5/3/2007	5/4/2007	5/7/2007	5/8/2007	5/9/2007	5/11/2007	5/14/2007	5/15/2007	5/16/2007	5/17/2007	5/18/2007	5/21/2007	5/22/2007
6.18	1.42	0.38	1.28	0.32	0.21	2.3	1.17	0.51	0.47	0.2	0.2	2.1	0.48
3.08	0.2	0.1	1.26	1.06	0.14	4.36	2.23	0.2	0.3	0.21	0.32	0.21	0.26
2.26	0.52	0.2	1.32	0.3	0.23	5.09	1.13	0.2	0.14	0.22	2.17	0.15	0.2
1.2	0.18	1.24	1.5	0.27	0.17	5.1	1.14	0.41	0.52	1.37	0.44	1.28	0.32
0.53	0.57	1.13	0.13	1.1	0.16	2.25	1.58	0.19	0.23	0.21	0.14	0.5	0.35
0.47	0.16	0.45	1.43	0.44	10.23	3.21	2.35	0.47	0.38	0.21	0.11	2.25	1.56
0.51	0.21	0.1	1.39	0.2	8.49	1.53	0.16	1.15	0.2	0.2	0.37	0.21	1.58
2.49	0.27	0.56	5	2.1	0.45	11.19	5.59	1.21	1.37	1.3	0.42	0.52	2.1
5.07	0.34	0.39	4.26	1.39	0.21	5.38	3.17	4.32	4.58	0	2.48	5.07	2.1
2.07	0.2	1.4	2.58	0.2	2.18	0.36	2.17	5.59	2.05	0	1.03	4.01	0.2
2.11	0.56	1.55	0.43	0.56	0.36	0.59	3.52	2.57	0.26	5.38	1.1	3.14	0.34
2.32	1.21	2.25	1.25	0.58	0.31	3.3	3.2	1.3	0.2	6	0.52	1.35	0.52
0.57	0.2	0.13	0.46	1.11	2.39	2.28	0.42	0.22	0.49	0.24	0.44	0.57	1.17
2.33	0.12	0.21	0.53	0.15	2.34	0.2	1.11	0.43	0.2	0.21	0.29	0.27	1.13
2.25	0.21	0.15	2.23	0.34	1.24	0.2	2.13	3.08	1.08	2.14	0.33	1.13	1.42
1.03	0.32	0.21	1.09	1.32	4.14	0.48	4.07	1.45	1.11	1.35	3.49	0.3	0.17
1.58	0.24	0.2	0.11	0.55	2.08	0.11	2.4	0.2	0.2	0.09	1.04	0.18	0.19

5/23/2007	5/24/2007	5/25/2007	5/29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007
0.2	1	1.21	0.26	0.22	0.19	1	1.2	0.33	1.14	0.46	1.32	0.31	0.2	
0.15	0.45	0.36	4.5	1.19	0.23	2.48	1.22	0.2	0.57	1.58	0.34	0.2	1.01	
0.31	0.2	0.49	0.22	3	0.12	1.03	1.48	0.39	0.55	4.59	0.39	0.49	1.07	
0.27	1.08	0.39	1.33	4.08	1.17	2.01	4	0.21	0.41	2.58	2.08	5.57	0.41	
0.19	0.51	0.15	0.5	2.32	1.1	1.1	3.25	0.39	1.09	3.12	0.45	3.2	1.38	
0.43	0.16	0.48	1.51	3.59	1.39	2.1	4.21	0.39	0.58	5.15	3.01	2.15	0.52	
0.2	0.21	0.31	2.25	0.21	0.13	3.43	1.43	0.26	0.43	3.3	1.05	1.25	1.22	
2.21	4.32	2.29	3.17	1.58	2.1	4.34	5.13	0.42	0.46	2.44	0.59	6.21	4.54	
0.5	2.03	0.47	7.55	2.21	1.41	3.05	5.31	4.26	2.24	7.26	1.23	10.55	9.33	
1.51	0.2	0.23	4.07	2.03	0.39	0.42	4.34	3	1.08	10.02	0.16	10.35	2.26	
2.5	0.33	0.35	128	0.3	0.55	0.54	1.09	5.2	2.43	2.56	6	3.57	3.15	
2.15	0.46	0.3	3.04	2.42	0.32	3.25	4.42	8.17	1	1.02	2	3.5	2.16	
0.27	2.05	0.2	1.14	1.21	0.26	4.02	2.51	4.19	1.01	5.09	0.31	2.27	0.29	
0.54	1.57	0.12	0.59	0.2	1.14	2.44	2.29	5.03	1.49	8.35	0.39	3.23	0.46	
0.51	1.5	0.2	4.16	0.15	0.3	3.03	3.35	6.57	1.09	7.56	2.19	1.28	5.46	
0.13	2.27	1.12	4.29	0.29	0.43	4.3	1.53	4.12	2.28	1.07	0.2	1.14	4.24	
0.2	1	0.1	0.57	0.2	0.39	0.12	0.54	1.59	0.21	0.39	0.15	2.52	1.55	

29/2007	5/30/2007	5/31/2007	6/1/2007	6/4/2007	6/5/2007	6/6/2007	6/7/2007	6/8/2007	6/11/2007	6/12/2007	6/13/2007	6/14/2007	6/15/2007
0.26	0.22	0.19	1	1.2	0.33	1.14	0.46	1.32	0.31	0.2	1.2	0.28	0.2
4.5	1.19	0.23	2.48	1.22	0.2	0.57	1.58	0.34	0.2	1.01	0.21	0.33	0.41
0.22	3	0.12	1.03	1.48	0.39	0.55	4.59	0.39	0.49	1.07	1.44	0.21	0.38
1.33	4.08	1.17	2.01	4	0.21	0.41	2.58	2.08	5.57	0.41	0.31	0.42	4.11
0.5	2.32	1.1	1.1	3.25	0.39	1.09	3.12	0.45	3.2	1.38	2.2	0.12	0.2
1.51	3.59	1.39	2.1	4.21	0.39	0.58	5.15	3.01	2.15	0.52	3.08	1.17	0.59
2.25	0.21	0.13	3.43	1.43	0.26	0.43	3.3	1.05	1.25	1.22	1.01	0.14	0.22
3.17	1.58	2.1	4.34	5.13	0.42	0.46	2.44	0.59	6.21	4.54	8.26	0.46	5.18
7.55	2.21	1.41	3.05	5.31	4.26	2.24	7.26	1.23	10.55	9.33	8.2	0.26	1.48
4.07	2.03	0.39	0.42	4.34	3	1.08	10.02	0.16	10.35	2.26	2.46	1.34	0.8
128	0.3	0.55	0.54	1.09	5.2	2.43	2.56	6	3.57	3.15	2.59	0.44	1.06
3.04	2.42	0.32	3.25	4.42	8.17	1	1.02	2	3.5	2.16	3	0.5	0.49
1.14	1.21	0.26	4.02	2.51	4.19	1.01	5.09	0.31	2.27	0.29	0.16	0.24	0.24
0.59	0.2	1.14	2.44	2.29	5.03	1.49	8.35	0.39	3.23	0.46	0.59	0.2	0.41
4.16	0.15	0.3	3.03	3.35	6.57	1.09	7.56	2.19	1.28	5.46	0.47	0.55	0.14
4.29	0.29	0.43	4.3	1.53	4.12	2.28	1.07	0.2	1.14	4.24	2.02	0.49	1.03
0.57	0.2	0.39	0.12	0.54	1.59	0.21	0.39	0.15	2.52	1.55	0.14	1.05	0.2

6/18/2007	6/19/2007	6/20/2007	6/21/2007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007	Ave	
0.26	0.19	0.2	0.2	0.1	0.21	0.2	0.2	0.2	0.37	32.33	0.77
1.08	1.57	0.16	0.19	0.21	0.12	0.28	0.14	0.18	1.25	35.04	0.83
1.31	2.13	0.38	0.12	0.19	0.17	0.21	0.1	0.12	1.29	37.63	0.90
2.25	2.31	0.56	0.13	0.34	0.41	0.37	0.12	0.11	1.2	53.61	1.28
0.2	1.46	3.3	0.51	0.38	0.28	1.02	0.16	0.1	1	41.18	0.98
1.43	3.08	2.49	1.05	0.14	0.08	0.48	0.55	1.01	0.58	67.39	1.60
0.21	3.53	0.21	1.53	0.17	0.29	0.2	0.44	0.44	0.12	42.53	1.01
1.09	1.35	4.53	0.22	3.57	2.01	2.2	0.42	0.14	0.4	110.62	2.63
6	5.28	2.19	1.11	6.28	2.5	1.47	2.25	1.11	1.3	140.02	3.33
0.22	4.49	1.37	2.34	1	3.01	1.33	1.51	0.42	1.23	89.14	2.12
0.21	3.34	0.35	0.52	0.58	2.47	1.57	1.1	0.4	0.53	196.52	4.68
0.41	2.48	1.2	0.56	3.27	2.07	1.42	1.43	3.08	0.52	81	1.93
2.51	4.26	1.37	1.11	1.13	1.45	0.25	1.1	1.1	3.55	55.1	1.31
0.14	1.4	1.14	0.46	0.11	1.32	1.46	0.18	2.43	0.12	47.67	1.14
2.19	0.57	2.29	0.15	0.34	1.08	0.24	0.2	1.1	0.28	66.19	1.58
3.21	0.2	2.57	4.51	0.12	1.3	0.31	0.2	2	0.24	67.15	1.60
2.39	0.18	1.31	0.21	0.12	0.49	0.2	0.16	0.21	0.11	26.7	0.64

007	6/22/2007	6/25/2007	6/26/2007	6/27/2007	6/28/2007	6/29/2007		Ave
0.2	0.1	0.21	0.2	0.2	0.2	0.37	32.33	0.77
0.19	0.21	0.12	0.28	0.14	0.18	1.25	35.04	0.83
0.12	0.19	0.17	0.21	0.1	0.12	1.29	37.63	0.90
0.13	0.34	0.41	0.37	0.12	0.11	1.2	53.61	1.28
0.51	0.38	0.28	1.02	0.16	0.1	1	41.18	0.98
1.05	0.14	0.08	0.48	0.55	1.01	0.58	67.39	1.60
1.53	0.17	0.29	0.2	0.44	0.44	0.12	42.53	1.01
0.22	3.57	2.01	2.2	0.42	0.14	0.4	110.62	2.63
1.11	6.28	2.5	1.47	2.25	1.11	1.3	140.02	3.33
2.34	1	3.01	1.33	1.51	0.42	1.23	89.14	2.12
0.52	0.58	2.47	1.57	1.1	0.4	0.53	196.52	4.68
0.56	3.27	2.07	1.42	1.43	3.08	0.52	81	1.93
1.11	1.13	1.45	0.25	1.1	1.1	3.55	55.1	1.31
0.46	0.11	1.32	1.46	0.18	2.43	0.12	47.67	1.14
0.15	0.34	1.08	0.24	0.2	1.1	0.28	66.19	1.58
1.51	0.12	1.3	0.31	0.2	2	0.24	67.15	1.60
0.21	0.12	0.49	0.2	0.16	0.21	0.11	26.7	0.64